DOCUMENT RESUME

ED 224 884 CE 034 487

TITLE	Entry Standards Assessments.
INSTITUTION	San Mateo Office of Education, Redwood City, CA.
PUB DATE	[82]
NOTE	140p.; For a related document see CE 028 145.
PUB TYPE	Guides - Classroom Use - Materials (For Learner) (051) -- Tests/Evaluation Instruments (160)
EDRS PRICE	MF01/PC06 Plus Postage.
DESCRIPTORS	Alarm Systems; Auto Body Repairers; Banking; *Basic Skills; Check Lists; Clerical Occupations; Data Processing Occupations; Dental Assistants; Electrical Occupations; Hospital Personnel; Industrial Personnel; *Job Training; Landscaping; *Mathematics; Medical Assistants; Office Occupations; Plastics; *Reading Skills; Receptionists; Retailing; Sales Occupations; Secondary Education; Skilled Occupations; Standards; Student Evaluation; Telecommunications; *Vocational Education; Vocational Evaluation; *Writing Skills

ABSTRACT

These skill checks contain materials designed to help students and counselors determine whether students have the math, reading, and writing abilities needed to participate in various vocational education courses. Dealt with in the individual skill checks are the basic skills considered necessary for courses providing job training for the following occupations: burglar alarm installer, clerical worker, data entry operator, electronic assembly technician, hospital service worker, industrial plastics worker, landscape gardener, medical/dental receptionist, office worker, retail salesworker, telecommunications technician, ward clerk, auto body repairer, and bank teller. Each skill check contains a series of exercises designed to assess students' math, reading, and writing abilities. Among those types of exercises typically appearing in the skill checks are activities that involve completing forms, making calculations, reading meters and indicators, locating information appearing in technical drawings, and answering questions based on technical text and instructions. (MN)

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ED224884

ENTRY STANDARDS ASSESSMENTS

San Mateo County Office of Education
333 Main Street
Redwood City, CA 94063

CE 034487

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

A SKILLS CHECK

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NAME____________________________________

COUNSELOR'S NAME____________________ETU_____

DATE OF YES/NO REVIEW____________________

DATE ESA COMPLETED____________________

BURGLAR ALARM INSTALLER

ENTRY STANDARDS ASSESSMENT

CE 034487

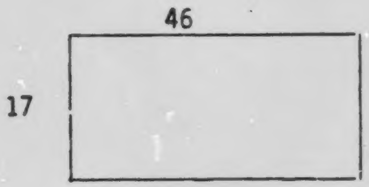
ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
BURGLAR ALARM INSTALLER*

Check The
Items You
Can Do

1. Burglar Alarm Installers must be able to determine how many receivers to install in a given room.

Please determine the area of the rectangle below:

______ 6A.3

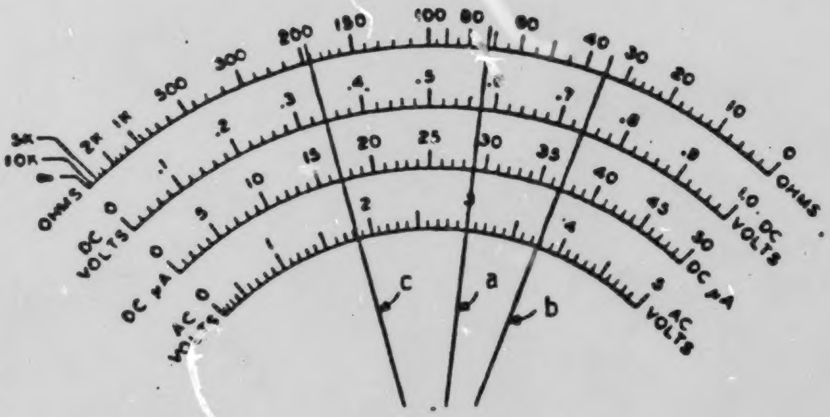


Area = ______

2. Burglar Alarm Installers must be able to use voltmeters and other electronic measuring devices to test equipment.

Please read the scale below and write the indicated measurements in the appropriate spaces.

______ 8A.5


OHMS
5K
10K
∞
2K
1K
500
300
200
150
100
80
60
40
30
20
10
0
OHMS
DC VOLTS
0
.1
.2
.3
.4
.5
.6
.7
.8
.9
1.0
DC VOLTS
DC μA
0
5
10
15
20
25
30
35
40
45
50
DC μA
AC VOLTS
0
1
2
3
4
5
AC VOLTS
c
a
b

a. on the bottom scale: ______

b. on the top scale: ______

c. on the DC volts scale: ______

* Developed by Voc Ed Special Projects
9/82

3. Burglar Alarm Installers must be able to assemble equipment using instructions and drawings.

__________ 12D.1

On the assembly drawing below connect point R31 to point R24 to point R9 and point R9 to R11.

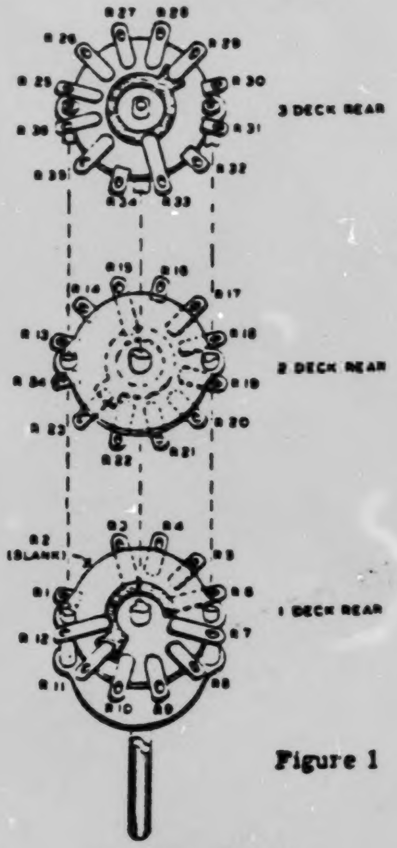

R27
R28
R26
R29
R25
R30
3 DECK REAR
R36
R31
R35
R32
R34
R33
R15
R16
R14
R17
R13
R18
2 DECK REAR
R24
R19
R23
R20
R22
R21
R3
R4
R2
(BLANK)
R5
R1
R6
1 DECK REAR
R12
R7
R11
R8
R10
R9

Figure 1

RANGE SWITCH
NUMBERING SYSTEM

4. Burglar Alarm Installers must be able to perform tasks described in work orders.

Examine the form below and answer the questions which follow: ________

16A.4

Customer Name: Pope Lock Co.
Address: 1616 Belinda Street
Ariel, CA 94621
Phone: (415) 333-2211 Date: 10/30/82

Description of work: Install SONIC ALARM System in President's Office, vice President's office and secretary's office. Wiring diagrams and building layout are attached. Job must be completed by noon, 10/31/82

1. How many rooms will have alarms installed in them? ________

2. Where would you find the wiring diagrams? ________

3. On what date must the work be finished? ________

5. Burglar Alarm Installers frequently need to find information in manuals and text books.

Look at the following Table of Contents and answer the questions below: ________

16D.3

Table of Contents

Chapter 7 DIRECT-CURRENT METERS 116

7-1 Moving-coil meter
7-2 Measuring current
7-3 Meter shunts
7-4 Voltmeters
7-5 Loading effect of voltmeter
7-6 Ohmmeters
7-7 Multimeters
7-8 Meter applications

Chapter 8 RESISTORS 161

8-1 Resistor types
8-2 Variable resistors
8-3 Resistor color coding
8-4 Power rating of resistors
8-5 Choosing the resistor for a circuit
8-6 Series and parallel combinations of resistors
8-7 Resistors for specialized applications
8-8 Resistor troubles

Chapter 9 BATTERIES 175

9-1 Functions of batteries
9-2 The voltaic cell
9-3 The dry cell
9-4 Series and parallel cells

1. What chapter discusses batteries? ________________

2. In which section would you find information on multimeters?

____

3. In what section would you look if you had problems with a resistor?

____

Check The Items You Can Do

6. As a Burglar Alarm Installer, many of your instructions will be given to you orally by your supervisor.

   Listen to the instructions which your counselor gives to you and carry them out ______

19A.15

Counselor's Copy

Check The Items You Can Do

Many of the tasks you will perform as a Burglar Alarm Installer will be given orally by your supervisor.

6. Listen to the instructions which your counselor gives to you and carry them out.

19A.15

Counselor reads the following instructions aloud all at once. Recall is being tested.

> "Draw a circle and put the number 3 in it. Turn your paper over, draw a square and put the number 5 beside it."

A SKILLS CHECK

This skills check is to help you and your counselor know if you have the math, reading, writing and listening skills needed for training for this job. The instructor of the course asks that you have these skills before coming to training. If you don't have these skills, we offer classes to help you learn them. You'll only work on the skills you'll need and then you'll move into training.

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DATE OF YES/NO REVIEW____________________

DATE ESA COMPLETED____________________

SMAS CLERICAL

ENTRY STANDARDS ASSESSMENT

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
SAN MATEO ADULT SCHOOL CLERICAL TRAINING*

Check The Items You Can Do

1. Some office workers must be able to maintain simple budget records. To demonstrate the ability to perform this task, solve the following additions: ________ 3E.3

(1)
$20.85
14.95
6.75
+ 2.55

(b)
$149.95
57.65
20.50
89.88
+ 17.49

2. Office workers must be able to keep track of expenditures for requisitions and petty cash. To demonstrate the ability to perform this task, do the following subtraction problems: ________ 3E.4

(a)
$25.00
- 6.75

(b)
$487.16
- 29.87

3. Most workers must be able to calculate the cost of supplies needed. To demonstrate the ability to perform this task, perform the following multiplication problems: ________ 3E.5

(a)
$16.95
x 25

(b)
$80.25
x 18

4. If a man earns $6.275 per hour, find his total take-home pay if he works 8 hours on Monday through Thursday and 7.5 hours on Friday and his total deductions are $50.63. ________ 3E.1

____

*Standards stipulated by classroom instructor
Developed by Vocational Education Special Projects
9/82

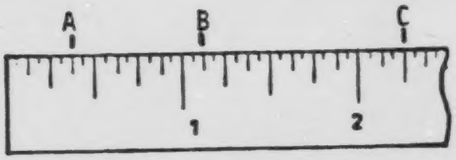
Check The
Items You
Can Do

5. To use a calculator or a ten-key adding machine, you must be able to convert fractions to decimals. Change each of the fractions below to a decimal: (If it doesn't come out exactly, write out each decimal to four places.) ______ 5A.1a

(a) 1/2 = ____ (b) 1/8 = ____

(c) 1/5 = ____ (d) 1/3 = ____

6. To set up a page of typing, an office worker may need to use a ruler. Give the measurements in inches shown by the letters on the ruler below: ______ 8A.5c

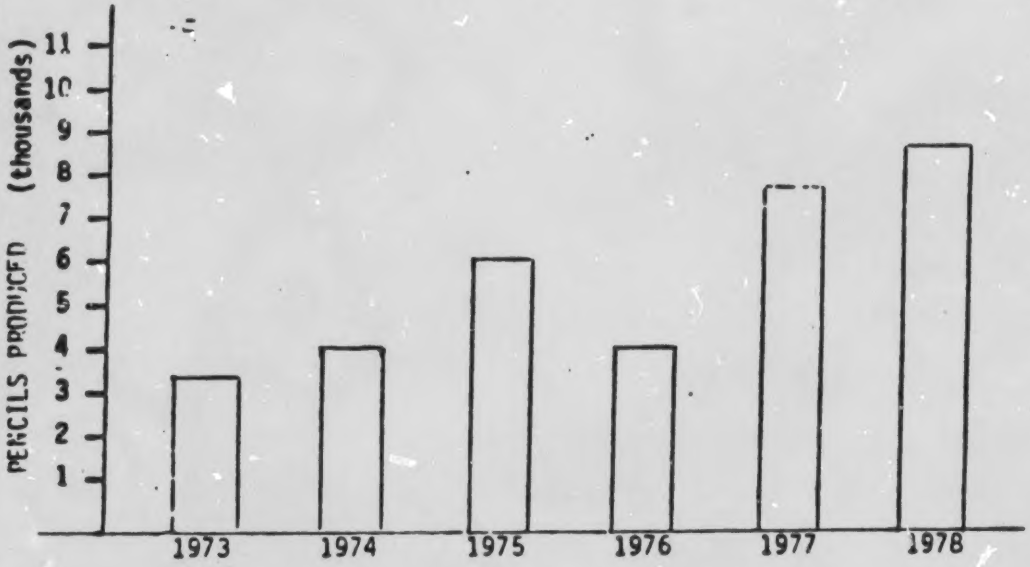


A = ____ B = ____ C = ____

Check The
Items You
Can Do

7. Look at the graph below and answer the following questions: ________

10A.1



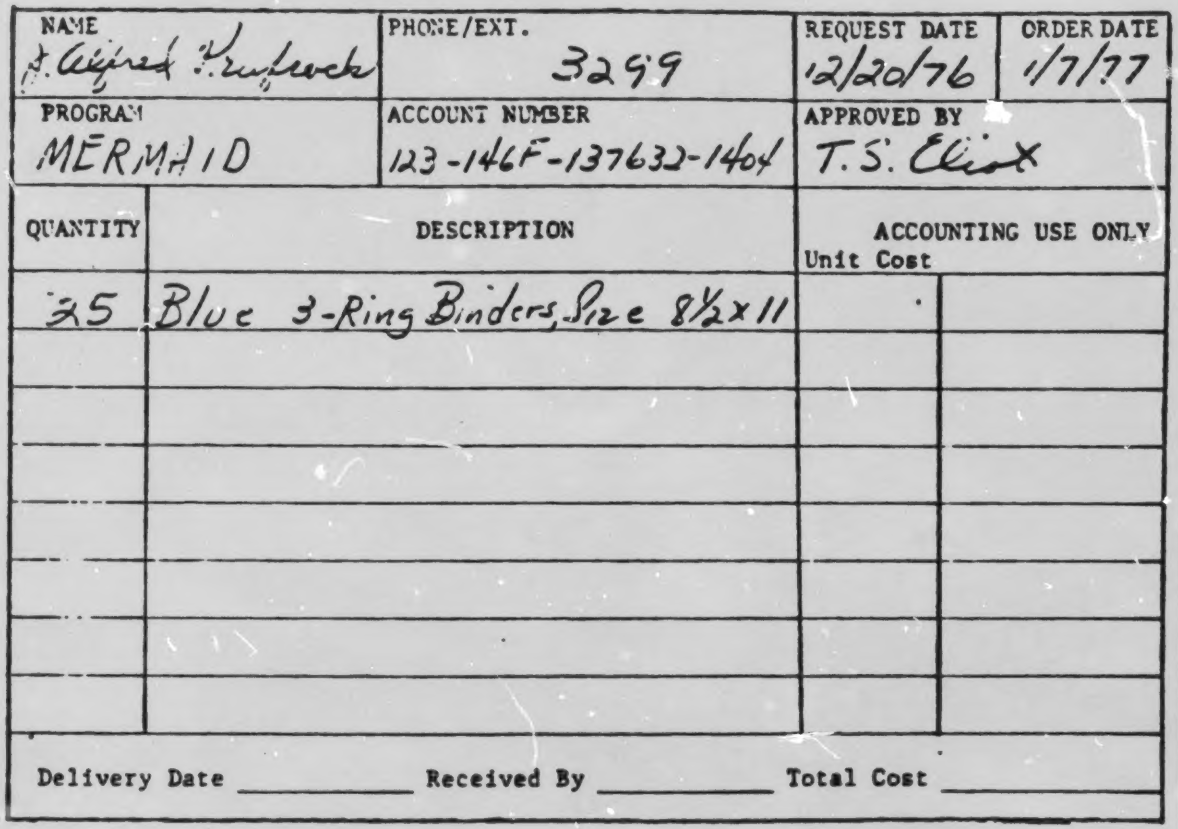
(a) Which year had the highest production? ________

(b) How many pencils were produced in 1977? ________

Check The
Items You
Can Do

8. Clerical workers must work with a variety of forms. Read the following supply request and answer the questions below:

____
16A.4



NAME J. Alfred Prufrock	PHONE/EXT. 3299	REQUEST DATE 12/20/76	ORDER DATE 1/7/77
PROGRAM MERMAID	ACCOUNT NUMBER 123-146F-137632-1404	APPROVED BY T.S. Eliot	

QUANTITY	DESCRIPTION	ACCOUNTING USE ONLY Unit Cost	
25	Blue 3-Ring Binders, Size 8½x11		

Delivery Date ____________ Received By ____________ Total Cost ____________

(a) How many binders are needed? ____________

(b) When were the binders requested? ____________

(c) What program will use the binders? ____________

(d) Who approved the request? ____________

Check The
Items You
Can Do

9. Clerical workers will often consult tables and charts to find prices and other information. Examine the following chart and answer the questions below:

______

16B.3

Weight (up to)	100 miles	200 miles	300 miles	400 miles	500 miles
5 pounds	$5.40	$5.40	$5.40	$5.40	$5.40
10 pounds	5.40	5.40	5.60	5.90	6.10
15 pounds	5.60	5.90	6.20	6.50	6.80
20 pounds	5.90	6.20	6.50	6.80	7.10
30 pounds	6.00	6.40	6.80	7.20	7.60
40 pounds	6.10	6.60	7.10	7.60	8.10
50 pounds	6.20	6.85	7.50	8.15	8.80
75 pounds	7.00	7.85	8.70	9.55	10.40
100 pounds	7.50	8.60	9.70	10.80	12.00

(a) What is the charge for sending a 30-pound parcel 400 miles?

______

(b) How much would it cost to send an 8-pound box 200 miles?

______

10. Read the following want ads and answer the questions below: ____

16E.2

1. CLERK
Real estate organization firm located in San Mateo seeks individual who enjoys working with numbers & has good 10 key skills. Immediate opening. Will train. 574-4930

2. CLERK TYPIST
Qualified typist. Full time or part time U. S. citizenship req. Call Ms. Eggleston at 556-0980. bef noon U. S. Environmental Protection Agence. 215 Fremont St SF EOE

3. RECEPTIONIST
Garment co nds person w good personality & phone voice typ req'd. Exc. benefits Zano Corp 552-4300 165 8th St. SF

4. WORD Processing Operator Trainee. Must type 65+, good machine transcription and grammar skills. For appt call 772-2313 Equal oppty employer M/F/H AMFAC

(a) What kind of organization wants someone who has a good phone voice?

____

(b) What does EOE mean in ad number 2?

____

(c) Which job requires U. S. Citizenship?

____

Check The
Items You
Can Do

11. Clerical jobs require that you follow written instructions. .

Read the instructions below and answer the following questions: ______

17A.5

A letter must be carefully proofread before it is removed from the typewriter. Just be sure that you acquire this necessary habit. Here is an idea of some of the steps to follow: First, check the placement and the form of the letter. It should be well-placed on the page, and it should look much like a picture in a frame. Every key stroke should be even or uniform. Second, be sure that all figures and amounts are exact. Be sure to see that the address is correct. Lastly, verify the content of the letter; also the grammar and spelling. Be sure that all typing errors have been neatly corrected, and that there are no errors of word division, and the like.

(a) When should a letter be proofread?

____

(b) What should a well-placed letter look like?

____

(c) Must you check grammar and spelling?

____

Check The
Items You
Can Do

12. Clerical workers must read and write dates on letters and forms.

Look at the dates below and write out fully the most recent date.

2/6/82 12/21/81 Jan. 26, 1982

____

______ 21A.2

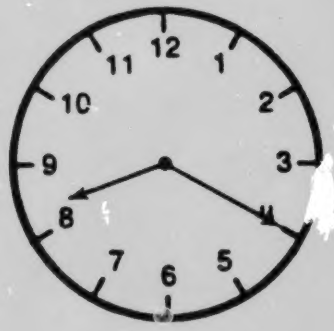
13. Clerical workers must record the hours they work.

Using the clocks below, answer the following questions:

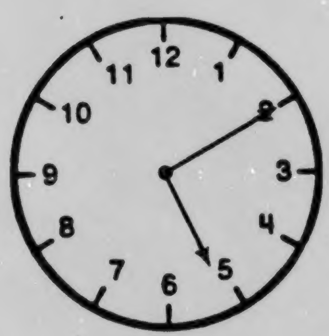
______ 21A.5

______ 21A.6

______ 6G.1



START TIME (Morning)



STOP TIME (Afternoon)

a. What time did you start work? __________ AM or PM? __________

b. What time did you stop work? __________ AM or PM? __________

c. How long did you work? (Subtract ½ hour for lunch) __________

Check The
Items You
Can Do
_____

14. Check the groups of words which are NOT complete sentences. _____ 22C.1

_____ Office workers enjoy busy, exciting careers.

_____ The more rewarding the job.

_____ Her machine at the end of the period.

_____ Bill placed the paper in the machine.

_____ Al, a clever repairman, and his tools.

_____ Lola covered her machine at the end of the period.

15. Underline the correct word in parenthesis: _____ 22C.25d

(a) Neither of the men (is, are) working.

(b) There (was, were) five books on the shelf.

(c) (Don't, Doesn't) he know how to do it?

(d) A group of girls, including my sister, (is, are) going to Europe this summer.

16. Add punctuation as needed to the following sentences: _____

(a) Vera my best friend lives in San Jose 22C.35

(b) Johns dog chased its tail 22C.38

(c) I enjoyed reading the book didnt you 22C.42

(d) Bill tried hard however he finally had to give up 22C.34

Check The
Items You
Can Do

17. Underline the letters which should be capitalized: ______ 22C.39

    (a) the president of the school board is dr. matthews.

    (b) our professor made us read the lesson in french.

    (c) the early pioneers crossed the mississippi river and the rocky mountains.

    (d) peru, bolivia and equador are spanish-speaking countries.

    (e) irving berlin wrote the song, "white christmas".

18. Underline the correct word choice: ______ 22C.40

    (a) Sew the (lose, loose) button on this shirt.

    (b) (Whose, Who's) book is this?

    (c) I am taking a (coarse, course) in English.

    (d) We took a coffee (brake, break).

    (e) I (lay,laid) down to rest yesterday afternoon.

Check The Items You Can Do

19. Write the address of the following companies, using the San Mateo County Telephone Directory: ______ 25C.5

Fremont Indemnity

____

Hong Kong Restaurant

____

Stacey's Book Store, San Francisco

____

20. Underline the correct spelling: ______ 20C.1

(a) I will (reccomend, recommend) him for the job.

(b) Henry is (fourty, forty) years old.

(c) Some people expect special (privileges, priviledges).

(d) He took aspirin to (releive, relieve) his headache.

(e) The car is (equiped, equipped) with deluxe features.

21. Listen to the following words and write them down using correct spelling: ______ 20C.2

(dictate 10 words here)

______________ ______________

______________ ______________

______________ ______________

______________ ______________

______________ ______________

Check The
Items You
Can Do

21. Word list, with sentence using each word for spelling dictation. ______ 20C.2

secretary	Ask the secretary for an appointment.
business	A new business just opened next door.
sincerely	Close the letter with 'Very sincerely yours'.
February	The bill came last February.
truly	He signed the letter 'Yours truly, Bill'.
calendar	Did you get the new calendar for next year?
license	Your driver's license has expired.
unnecessary	An extra copy is unnecessary.
preferred	She preferred to call early.
proceed	Now that we have the order number, we can proceed with the delivery.

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NAME____

COUNSELOR'S NAME____________________ETU_____

DATE OF YES/NO REVIEW____________________

DATE ESA COMPLETED____________________

ROP DATA ENTRY OPERATOR

ENTRY STANDARDS ASSESSMENT

DATA ENTRY TRAINING OUTCOMES

DATA PROCESSING HISTORY

- Summarize the history of data processing and describe how data processing is used in today's job market.

DATA CARD

- Record data on the eighty column card and key punch program cards.
- Identify and interpret punches recorded on cards with reference to fields.

DATA ENTRY MACHINE COMPONENTS

- Identify all machine components and explain the uses of each component.
- Demonstrate how to use the keyboard and describe the minor differences in the keyboards of various machines.

PROGRAMING CARD PUNCHES, VERIFIER AND DISKETTE

- Demonstrate the use of the program unit and be able to key punch program cards and place them on the drum, set lever and toggle switches.

- Express instructions in machine language for the I.B.M. 3742.

MACHINE MALFUNCTIONS AND CARD JAMS

- Demonstrate how to prevent card jams.
- Remove card jams from the machines, abiding by the safety rules and regulations.
- Check fuses and replace them if necessary.

VERIFYING PROCEDURES

- Designate errors when verifying cards on the I.B.M. 059, and follow the error correction routine.
- Correct errors as they are detected when using the I.B.M. 129, UNIVAC 1710 and the I.B.M. 3742.

ENTRY STANDARDS ASSESSMENTS (E.S.A.)
for
ROP Data Entry Operator

Check The Items You Can Do

1. A Data Entry Typist must divide using decimal numbers to figure his/her error rate.

Divide the following numbers.
Carry out your answer to 2 decimal places.

______

3C.3b

a. $50\overline{)4}$ b. $100\overline{)15}$

(That is: a. 4 divided by 50, b. 15 divided by 100.)

2. To figure the percent of error, a Data Entry Typist must convert decimals to percents.

Convert the following decimals:

______

5A.3b

(a) .05 = ________ %

(b) .12 = ________ %

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
9/82

Check The Items You Can Do

3. Data Entry Typists must be able to read charts for converting minutes to decimal fractions of hours.

Convert the following times to hours using the chart to the right:

____

16B.3

Minutes	Hours
1	.017
2	.033
3	.050
4	.067
5	.083
6	.100
7	.117
8	.134
9	.150
10	.167

(a) 10 minutes = __________ hours

(b) 6 minutes = __________ hours

4. Data Entry Typists must be able to use reference manuals to perform their work.

To show you can do this, use the table of contents below to answer the following questions:

____

16D.3

CONTENTS

I. Before Starting

1. Specifications 3
2. Keys and Controls 4
3. Uses of the Decimal Point 7
4. Overflow Interlock Mechanism 8
5. Printing Paper and Ribbon 9

II. Calculation Examples

1. Addition and Subtraction 12
   (Item Count and Add-Mode)
2. Multiplication and Division 15
3. Mixed Calculation 17
4. Multiplication and Division
   by a Constant 17

a. What page gives specifications before starting?

____

b. What page would you start on to find out how to load the printing paper and ribbon?

____

c. This manual has two parts. Which part deals with calculations?

____

Check The
Items You
Can Do

5. Data Entry Typists must be able to read manuals and memos to learn about machines and procedures.

Read the passage below and answer the questions below:

______ 17A.5

Verification of data

When data is transferred by punching from the source document to the punched card, there is the possibility that the keypunch operator can punch the wrong data into the card. This is one of the two major ways in which invalid data enters a computer system.

To ensure the accuracy of the transfer of data from the source document to the punched cards, a process called verification is used. With verification, the cards already punched are placed in a machine called a verifier. This machine resembles a keypunch except that it does not punch holes in the card. Instead, it senses the holes in an already-punched card and compares the value in the card to the values keyed on the keyboard by the verifier operator.

If the values in the card are the same as the values keyed by the verifier operator, then it is assumed the value in the card is correct. If the value in the card is not the same as the value keyed by the verifier operator, an error is indicated by the machine. If the card is found to be in error after reviewing the data on the source document, then a new card must be punched.

Although verification is costly because it takes many hours to key the data for comparison to the punched cards, it is essential that valid data enter the computer system. It has been found that the process of verification is more cost-effective than not performing this operation because the cost of correcting errors once they have been read into a computer system is extremely high.

(a) How does a verifier differ from a keypunch machine?

____

____

(b) Why do companies use verifiers? ______________

____

____

Check The
Items You
Can Do

6. Many of the tasks you will perform as a Data Entry Typist will be given orally by your supervisor.

   Listen to the instructions which your counselor gives to you and carry them out.

______

19A.15

COUNSELOR'S COPY

Check The Items You Can Do

6. Many of the tasks you will perform as a Data Entry Typist. will be given orally by your supervisor.

Listen to the instructions which your counselor gives to you and carry them out. ______

Counselor reads the following instructions aloud all at once. Recall is being tested. 19A.15

"Draw a circle and put the number 3 in it. Turn your paper over, draw a square and put the number 5 beside it."

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SMAS ELECTRONIC ASSEMBLY

ENTRY STANDARDS ASSESSMENT

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
ELECTRONIC ASSEMBLY
Provided by San Mateo Adult School*

Check The Items You Can Do

Electronic components are measured in very large and very small numbers. It is important to recognize and distinguish them.

1. Read the following numbers aloud to your counselor:

____ 1A.3

____ 3A.1

a. 1,200

b. 680,000

c. 1,200,000

d. 1.5

e. 9.2

f. 0.8

2. Listen to the following numbers and write them using numbers:

____ 1A.4

a. ______________________________

b. ______________________________

c. ______________________________

Listen to the following numbers and write them in decimal form:

____ 3A.2

d. ______________________________

e. ______________________________

f. ______________________________

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
9/82

Check The
Items You
Can Do

Electronic components are measured in very large and very small numbers. It is important to recognize and distinguish them.

2. Listen to the following numbers and write them using numbers: ______

Counselor reads the following numbers: 1A.4

a. "fifteen thousand, six hundred"

b. "one million, three hundred seventy thousand"

c. "four thousand, seven hundred"

Listen to the following numbers and write them in decimal form: ______

Counselor reads the following numbers: 3A.2

d. "eight and six tenths"

e. "three and one tenth"

f. "seven tenths"

Check The
Items You
Can Do

To figure the number of parts needed and to work with fractional measurements, an electronics worker must use basic division.

3. Divide the following numbers: ______ 1C.4

a. $30\overline{)\,201}$ b. $9000 \div 57 =$

To select the correct size of parts and tools, electronics workers must read and understand measurements given in fractions.

4. Arrange the following fractions in order from shortest to longest: ______ 2A.5

$4\frac{5}{8}$ $4\frac{3}{32}$ $4\frac{11}{16}$ $4\frac{3}{4}$ $4\frac{5}{16}$ $4\frac{21}{32}$

____ ____ ____ ____ ____ ____

For testing tolerances and reading blueprints, electronics workers must be able to figure with decimals.

5. Arrange the following decimals from largest to smallest: ______ 3A.3

1.05   .5   5.0   1.5   .05

____ ____ ____ ____ ____

Check The
Items You
Can Do

To figure tolerances of electronics parts, an electronics worker must work with percents and decimals.

6. Do the following multiplications problems: ________

3C.1b

a. 4.2 x .012 = ____________________

b. .05 x 6.8 = ____________________

During training and on the job, an electronic assembler must be able to find information in a manual.

7. Use the table of contents below to answer the following questions:

16D.2

Contents

Preface ix

1: Safety 1
1.0 INTRODUCTION 1
1.1 ELECTRIC SHOCK 1
GENERAL SHOP RULES 3 · TOOL AND EQUIPMENT SAFETY 5 · GENERAL SAFETY 6
KEY TERMS TO REMEMBER 8 · SAFETY TESTS 8

2: Parts Identification 13
2.0 INTRODUCTION 13
2.1 COMPONENT SYMBOLS, APPEARANCE AND DESCRIPTION 13
KEY TERMS TO REMEMBER 22 · IDENTIFICATION OF PARTS 23

3: Color Codes of Electronic Components 24
3.0 INTRODUCTION 24
3.1 RESISTOR CODING 24
3.2 CAPACITOR COLOR CODING 29
3.4 TRANSFORMER COLOR CODING (RETMA STANDARD) 34
KEY TERMS TO REMEMBER 35 · SELF TEST—COLOR CODES 36 · SELF TEST—CAPACITORS 37 · READING COLOR CODES 37

(a) What page gives general shop rules?

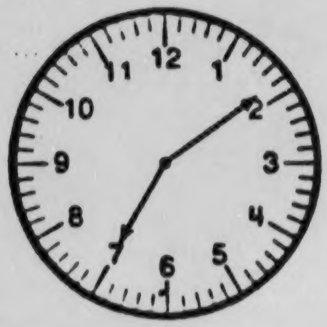
(b) What chapter describes component symbols?

(c) What is tested on page 36?

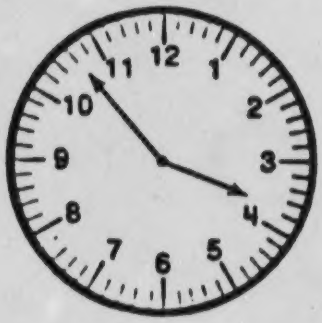
Check The
Items You
Can Do

Exact timing is very important for electronics processes.

8. Using the clocks below, answer the following questions:


12
1
2
3
4
5
6
7
8
9
10
11

START TIME


12
1
2
3
4
5
6
7
8
9
10
11

STOP TIME

a. What time did the process start? ____________ ____________ 21A.5

b. What time did the process end? ____________

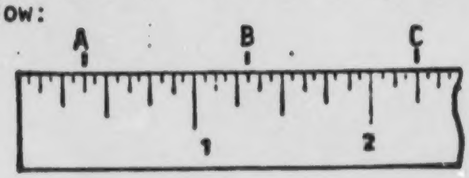
c. How long did the process take? ____________ ____________ 6G.1

Measuring accurately is very important in electronics work.

9. Give the measurements in inches shown by the letters on the ruler below:

______

BA.5



A = ____ B = ____ C = ____

Electronics workers use a variety of charts.

10. Read the chart and answer the questions below in the spaces provided.

______

16B.3

RESISTER COLOR CODE			
COLOR	FIRST NO.	SECOND NO.	NUMBER OF ZEROS
BLACK	NOT USED	0	NONE
BROWN	1	1	ONE
RED	2	2	TWO
ORANGE	3	3	THREE
YELLOW	4	4	FOUR
GREEN	5	5	FIVE

a. What is the number for "yellow" in the "Second No." column?

______

b. What color has the number "2" in the "First No." column?

______

c. What color has three zeros?

______

Reading carefully and following directions is very important in electronics work.

11. Read the following and answer the questions below; 17A.4

The best safety rule is to treat all electrical circuits as possible health hazards. Keep this in mind and always follow these safety procedures:

GENERAL SHOP RULES

1. Never work on electrical equipment alone.
2. Move slowly; make sure your feet are placed for good balance. Never lunge for falling tools.
3. Never work on live equipment when fatigued and always keep one hand in a pocket when working on live equipment.
4. Do not touch electrical equipment while standing on either a damp or metal floor.
5. Do not handle electrical equipment while either you or the equipment is wet or damp.
6. Do not handle electrical equipment that is not grounded.
7. Clean up immediately any liquids spilled on workbench or floor.
8. Keep your work area neat and clean. Put waste material into proper receptacles.
9. Do not use water on an electrical fire.
10. Never touch two pieces of equipment at the same time.
11. Never touch even one wire of an electrical line--it may be the one with voltage (the "hot" one).

Circle either "true" or "false" for each statement:

(a) It is safe to work on electrical equipment when you are alone. True False

(b) Water should be used on an electrical fire. True False

(c) You should always keep one hand in a pocket when working on live equipment. True False

12. Electronic Assembly workers must listen carefully to instructions and write short notes.

Listen to the instructions which your counselor gives you and fill out the form below: (Use your own name and today's date.)

_____ 19A.15

_____ 22E.4

NAME		REQUEST DATE
DEPT.	ACCOUNT NO.	DUE DATE
UNIT NO.	SPECIAL INSTRUCTIONS	

Counselor's Copy

Check The Items You Can Do

12. Electronic Assembly workers must listen carefully to instructions and write short notes.

Listen to the instructions which your counselor gives you and fill out the form below: (Use your own name and today's date.)

Counselor reads the following instructions aloud all at once. Recall is being tested.

______ 19A.15

> "The Processing Department wants unit numbers 4402 and 3201 finished two days from now.
> Be sure to add R-3's and R-4's to all 3201 units. Their account number is SJ-542."

______ 22E.4

A SKILLS CHECK

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Relax. Take your time.

Don't worry. If you can't do it now, you will have the opportunity to learn.

NAME____

COUNSELOR'S NAME________________________ETU_____

DATE OF YES/NO REVIEW________________________

DATE ESA COMPLETED________________________

ROP HOSPITAL SERVICE

ENTRY STANDARDS ASSESSMENT

ENTRY STANDARDS ASSESSMENT (E.S.A.)

for

HOSPITAL SERVICE WORKER
Provided by Regional Occupational Program*

Check The Items You Can Do

1. A Hospital Service Worker must write decimals to record a patient's temperature from a thermometer.

Listen to the following numbers and write them in decimal form:

_______ 3A.2

a. ______________________

b. ______________________

2. Hospital Service Workers file patient records by decimal number.

Arrange the following decimal numbers in order from smallest to largest:

_______ 3A.3

139.020 139.003 042.356 009.980

____

____

____

____

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
9/82

Check The
Items You
Can Do

3. After a patient makes a payment, a Hospital Service Worker must subtract the amount paid.

Subtract the following amounts:

____

3E.4

(1) $153.65
- 25.00

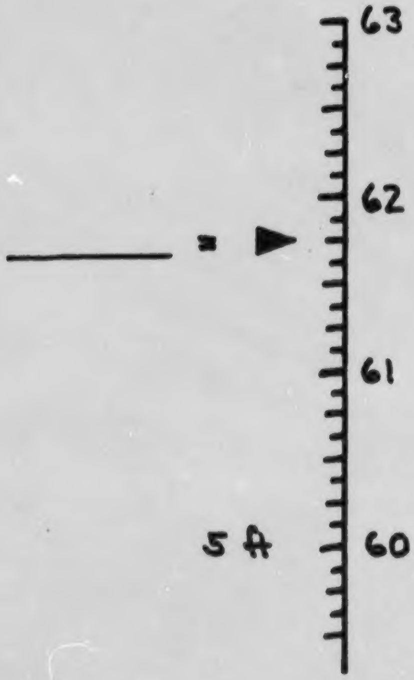
(b) $2051.00
- 150.00

4. A Hospital Service Worker must measure a patient's height.

Write the measurement shown below:

____

8A.5

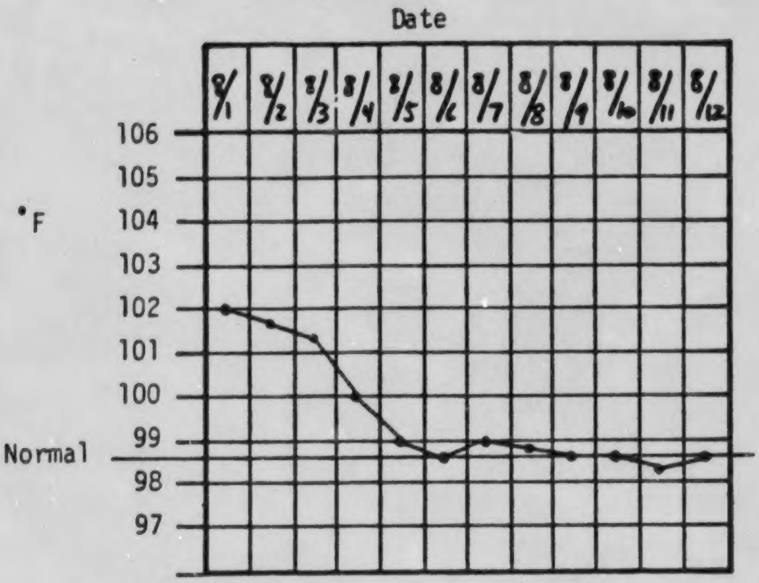


Check The
Items You
Can Do

5. A Hospital Service Worker must be able to graph a patient's temperature changes.

Look at the following graph and answer the questions below:

______ 10A.1



(a) What date did the patient's temperature first go to normal?

______

(b) What temperature did the patient have on 8/1?

______

(c) How many days was the patient's temperature 99°F or lower?

______

Check The Items You Can Do

6. Medical information is often given on charts and tables.

Read the following chart and answer the questions below:

16B.3

Table 1: Drug Use During Pregnancy

Drug	Effect on Fetus	Safe Use of Drug
Nicotine	Heavy smoking can lead to low birth weight babies, which means that the baby may have more health problems. Especially harmful during second half of pregnancy.	Should be avoided.
Alcohol	Daily drinking of more than two glasses of wine, or a mixed drink, can cause "fetal alcohol syndrome." Babies tend to low birth weight, mental retardation, physical deformity, and behavioral problems including hyperactivity, restlessness, and poor attention spans.	Should be avoided.
Aspirin	During last three months of pregnancy frequent use may cause excessive bleeding at delivery, and may prolong pregnancy and labor.	Under doctor's supervision.
Tranquilizers	Taken during the first three months of pregnancy, may cause cleft lip or palate or other congenital malformations.	Avoid if you might become pregnant and during early pregnancy. Use only under doctor's supervision.
Barbiturates	Mothers who have taken large doses may have babies who are addicted. Babies may have tremors, restlessness, and irritability.	Only under doctor's supervision.
Amphetamines	May cause birth defects.	Only under doctor's supervision.

(a) If a mother smokes heavily during pregnancy what may happen to the child?

(b) What two drugs should be avoided during pregnancy?

(c) What drug may prolong pregnancy and labor?

Check The
Items You
Can Do

7. Hospital Service Workers must be able to read about bodily processes.

Read the following paragraph and answer the questions below:

17A.5

Temperature in the body is the balance maintained as the result of heat produced by the oxidation of food and the heat lost by respiration, perspiration and excretion. The main producers of heat in the body are muscles and glands. A few examples that would increase body temperature are digestion of food, muscular activity, increased environmental temperature, infection and illness. Temperature is a measure of body heat.

Examples that can decrease or lower the body temperature are sleep, depression, fasting, exposure to cold, certain illnesses, and decreased muscle activity.

(a) What are the main producers of heat in the body?

____

(b) Give an example of something that would raise the body temperature: ______________________

(c) What does sleep do to the body temperature?

____

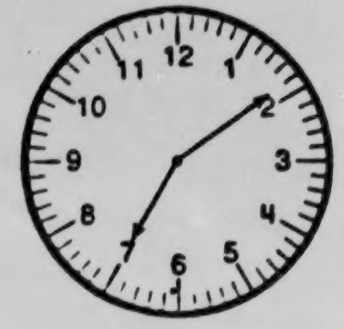
Check The
Items You
Can Do

8. Hospital Service Workers must read a clock and write the time when they take a patient's temperature.

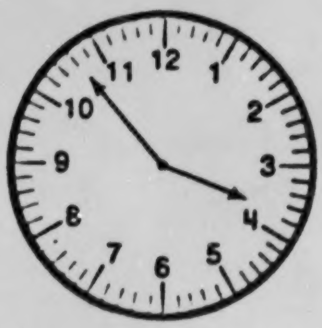
Read the clocks below and write the time shown:

_____ 21A.5

_____ 21A.6



a.) Morning reading: _____ AM or PM? _____

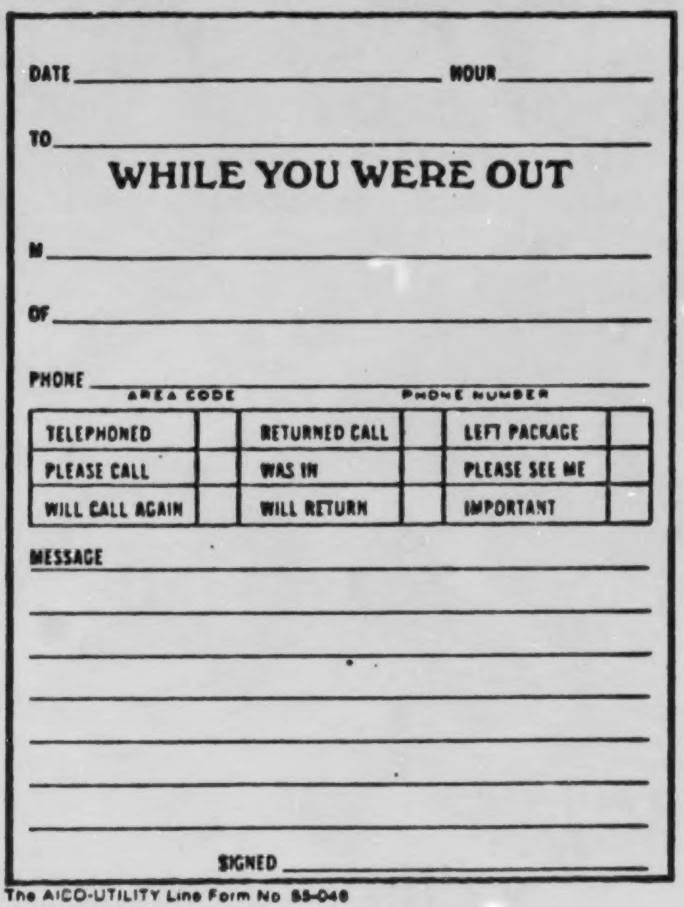


b.) Afternoon reading: _____ AM or PM? _____

Check The
Items You
Can Do

9. Hospital Service Workers must be able to take information over the phone.

Listen to the message your counselor reads and write a short note containing the important points (Use today's date and time):



DATE ______________________ HOUR ____________

TO ______________________________________

WHILE YOU WERE OUT

M ______________________________________

OF ______________________________________

PHONE ______________________________________
AREA CODE PHONE NUMBER

TELEPHONED	☐	RETURNED CALL	☐	LEFT PACKAGE	☐
PLEASE CALL	☐	WAS IN	☐	PLEASE SEE ME	☐
WILL CALL AGAIN	☐	WILL RETURN	☐	IMPORTANT	☐

MESSAGE ______________________________________

SIGNED ______________________

The AICO-UTILITY Line Form No 55-048

______ 22D.1

10. Hospital Service Workers must be able to explain hospital procedure to patients.

Explain to your counselor how you got from your house to this office today.

______ 25D.2

Counselor Page

Check The Items You Can Do

1. A Hospital Service Worker must write decimals to record a patient's temperature from a thermometer.

   Listen to the following numbers and write them in decimal form:

   ______ 3A.2

   Counselor read the following numbers to be written down:

   a. ninety eight and six tenths

   b. one hundred one and nine tenths

9. Hospital Service Workers must be able to take information over the phone.

   Listen to the message your counselor reads and write a short note containing the important points (Use today's date and time):

   ______ 22D.1

   Counselor read the following:

   > "This is Dr. Grayson of the Glenwood Hospital Please have Dr. Johnson call me between 9:00 and 11:00 o'clock tomorrow morning. My phone number is 616-1778, extension 429. Thank you."

A SKILLS CHECK

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NAME____________________________________

COUNSELOR'S NAME______________________ETU_____

DATE OF YES/NO REVIEW______________________

DATE ESA COMPLETED______________________

ROP INDUSTRIAL PLASTICS

ENTRY STANDARDS ASSESSMENT

INDUSTRIAL PLASTICS TRAINING OUTCOMES

INTRODUCTION AND SAFETY

- Be aware of the shop organization, grading system, and work procedures.
- Describe the plastics industries and plastic materials through the use of samples, examples and demonstrations.
- Identify hand tools and use appropriate tool when needed.
- Apply general shop safety procedures in a working environment.

MEASUREMENT, QUALITY CONTROL, AND BLUEPRINT READING

- Use the following measuring equipment: scale and tape measures, micrometer, vernier caliper, dial indicator.
- Describe "QC" systems used in the plastics industries and demonstrate ability to perform basic "QC" Procedures.
- Sketch a perspective view of object shown in a drawing, using simple three-view drawings.

FABRICATION

- Demonstrate the ability to safely use tablesaw, jigsaw, bandsaw, jointer, disc sander and methods recommended in producing fabricated items.
- Cut, sand, assemble, and finish plastic sheet materials to prescribed tolerances.
- Demonstrate methods of proper maintenance of fabrication machinery.

INJECTION MOLDING

- Identify and describe the safety and operating procedures as well as the components of an injection molding machine.
- Disassemble, reassemble and identify all the parts of an injection molding mold.
- Set up a mold in an IM machine and operate the machine.
- Identify molding faults and demonstrate how to make necessary adjustments to correct them.
- Identify molding procedures for six thermoplastics and mold them according to setup card specifications.

FIBERGLASS

- Identify various types of fiberglass reinforcement and resins.
- Prepare molds for layup by sanding, buffing, waxing and spraying mold releases.
- Spray gel coats and hand lay up five parts and spray up two parts using a chopper gun.
- Identify gel coat and lay up flaws and make necessary corrections.
- Design and develop molds for part production (advanced Student).

THERMOFORMING AND HOT AIR WELDING

- Identify the types of sheet stock commonly used in thermoforming-hot air welding processes and the components of the equipment used.
- Operate the equipment, producing various parts and illustrate how to finish and assemble those parts.
- Form more complex shapes and design and develop a thermoforming mold (advanced students).

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
ROP INDUSTRIAL PLASTICS*

Check The Items You Can Do

1. An Industrial Plastics worker must be able to keep an accurate count of items produced for a job.

Count the X's to the right and write the total in the space provided.

X X X X X X X X
X X X X X X X X
X X X X X X X X
X X X X X X X X

____

1A.5

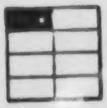
Total: ____________

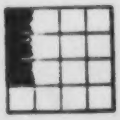
2. Industrial Plastics workers must be able to set up machines accurately.

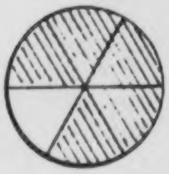
Look at the drawings below and write the fractions they show.

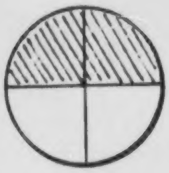
____

2A.1b









A __________ B __________ C __________ D __________

---

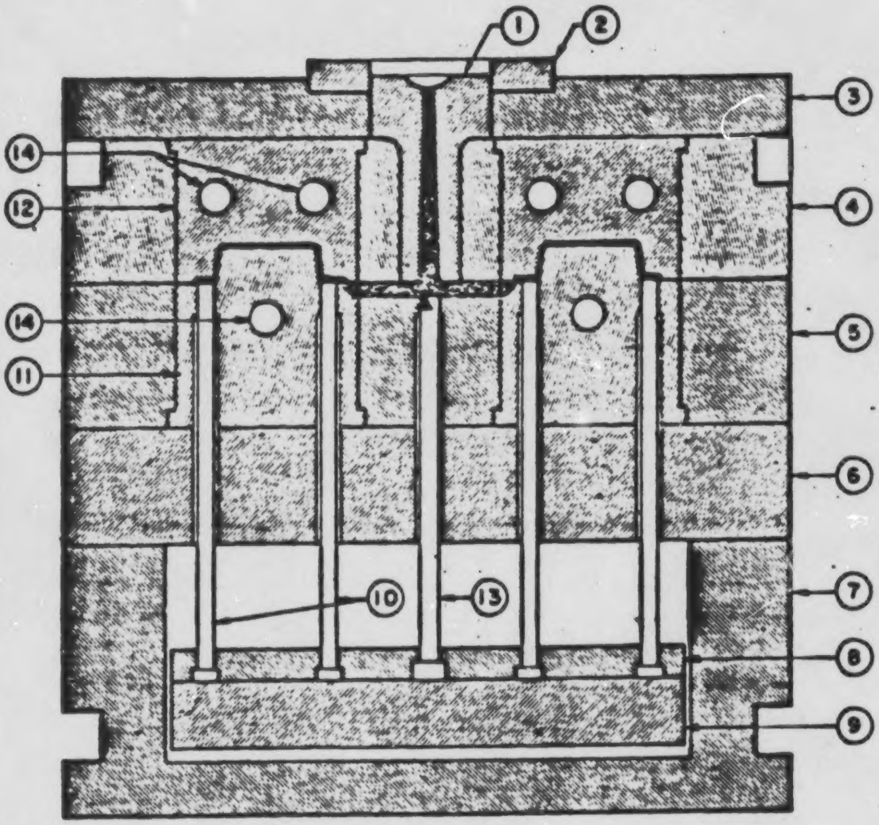
*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
8/82

3. Plastics workers must be able to use the information on drawings and diagrams to set up machines.

Look at the drawing below and name the parts labeled 4, 10, and 14.

12A.4

INJECTION MOLD



1	SPRUE BUSHING
2	LOCATING RING
3	TOP CLAMPING PLATE
4	FRONT CAVITY PLATE
5	REAR CAVITY PLATE
6	SUPPORT PLATE
7	EJECTOR HOUSING
8	EJECTOR RETAINER PLATE
9	EJECTOR PLATE
10	EJECTOR PINS
11	CORE INSERT
12	CAVITY INSERT
13	SPRUE PULLER PIN
14	WATER LINES

4 ______________________________

10 ______________________________

14 ______________________________

Check The
Items You
Can Do

4. Industrial Plastics workers must be able to work safely on the job.

Read the signs below and explain their meanings to your counselor:

____

15B.1

NO
SMOKING

EYE PROTECTION
REQUIRED

5. Plastics workers must be able to read a work order to set up a job.

Answer the following questions from the work order below:

____

16A.4

NAME John Bunyan	PHONE/EXTENSION (408) 265-5542 X212	DATE REQUESTED 10/12/82	DATE NEEDED 10/20/82
PROGRAM Quality Control	ACCOUNT NUMBER 16-2-V004-16345	NUMBER OF COPIES 1280	
JOB TITLE/DESCRIPTION Thingamajig receptacles		AUTHORIZED SIGNATURE Izaak Walton	

1. How many copies are needed? _______________

2. On what date is the job to be completed? _______________

3. What is the account number of the job? _______________

Check The
Items You
Can Do

6. Industrial Plastics workers must be able to read brochures, manuals and other written sources.

Read the paragraph below and circle the correct answers in the two questions following the paragraph.

____

17A.5

Most of the molds you will use are two-plate molds. A two-plate mold is made up of two plates of steel with a cavity carved in one plate or both plates. The plastic is injected through the front cavity plate into the cavity. A support plate fits against the rear cavity plate. The support plate strengthens and supports the rear cavity plate.

1. Liquid plastic enters the cavity through the FRONT REAR cavity plate.
2. The support plate fits against the rear cavity plate. TRUE FALSE

Check The
Items You
Can Do

7. Industrial Plastics workers must be able to record information on each batch of work processed.

Please fill in the form below using your name and the following data:

______

22A.1

Date: 10/15/82
Time: 11:15 a.m.
Job: Pilgrim's Progress
Quantity: 1800 pieces

Temperature: 195° F
Pressure: 264 psi
Color of Plastic: orange
Type of Plastic: Rigid PVG

Date: ______________ Time: __________
Operator: ______________________________
Job Title: ______________________________

Run Temperature: ________________
Run Pressure: ________________

Color: ________________
Type of Plastic: ________________

Quantity run: ______________________________

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Don't worry. If you can't do it now, you will have the opportunity to learn.

NAME____

COUNSELOR'S NAME________________________ETU_____

DATE OF YES/NO REVIEW_______________________

DATE ESA COMPLETED_______________________

ROP LANDSCAPE GARDENING

ENTRY STANDARDS ASSESSMENT

LANDSCAPE GARDENING AND CONSTRUCTION TRAINING OUTCOMES

ORIENTATION AND SAFETY

- o Recognize the benefits Landscape Gardening and Construction makes on the environment as well as the role the student can assume in the field.
- o Understand industry and job organization.
- o Apply general safety procedures in the working environment and be familiar with basic first aid techniques.
- o Identify the tools of the trade and demonstrate cleanup procedures and tools and supply use.

CLIMATES AND ZONES

- o Identify and explain the importance climates and zones have on plants, plant growth and landscaping.

SOIL AND SOIL AMENDMENTS

- o Recognize and analyze soils and soil amendments.
- o Test soils for pH, basic nutrient content and texture.
- o Distinguish organic from inorganic amendments and be able to explain the advantages of each.
- o Explain how to change soil pH and describe the uses of top dressings and mulches.

FERTILIZERS

- o Identify various types of fertilizers.
- o Distinguish organic from inorganic and explain the advantages of each.
- o Demonstrate methods of application.
- o Recognize symptoms of deficiency.
- o Describe safety methods
- o Select proper handling, storing and application methods.

PLANTS

- o Recognize parts of plants and describe their functions.
- o Compare identifying features and describe methods of identification.
- o Demonstrate planting techniques

PLANT MATERIALS

- o Identify selected plant materials by scientific and common names.
- o Describe their culture and care.

PESTS AND DISEASES

- o Recognize pests, weeds, insects and animals and identify the damage they do.
- o Describe methods of prevention and control as well as safety precautions used in working with pesticides.

DISEASES

- O Recognize plant diseases, identify methods of control and safety precautions.

PROPAGATION

- o Identify the different types of propagation methods.
- o Describe and demonstrate procedures and scheduling requirements.

LAWNS

- o Identify types of lawns, installation methods, soil preparation, steps in planting or sodding, and watering techniques.

LANDSCAPE MAINTENANCE

- o Identify maintenance procedures, equipment and safety precautions used in maintenance, and apply them.

EROSION CONTROL

- o Identify present and potential erosion problem areas.
- o Describe erosion prevention and control methods.

LANDSCAPE DESIGN

- o Read and evaluate a landscape design.
- o Illustrate a design using the principles of design.

SURVEYING

- o Identify the parts and types of surveying equipment.
- o Demonstrate differential leveling technique, pacing and area measurement determination.

CONSTRUCTION

- o Identify and demonstrate the use of construction materials, concrete applications and textures, lumber construction, mortar, and irrigation systems.

RECORDKEEPING

- o Write a business agreement and budget.
- o Make journal entries, record inventory and complete a summary.
- o Demonstrate a working understanding of the value of recordkeeping.

ESTIMATING

- o Make a bid on a landscape job using an estimating guide of equivalencies and labor breakdown.

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
RUP LANDSCAPE GARDENING AND CONSTRUCTION*

Check The
Items You
Can Do

1. A Landscape Gardener must divide to figure the area to be landscaped.

Divide the following (to the nearest whole number).

a. $2\overline{)\,521}$ b. $2\overline{)\,6250}$

(That is: a. 521 divided by 2, b. 6250 divided by 2)

______
1C.4

2. To figure elevation for surveying, a Landscape Gardener must add and subtract fractions.

Add or subtract the following fractions:

a. $1\frac{3}{4} + \frac{1}{8} =$ ______________

b. $2\frac{1}{2} - \frac{3}{4} =$ ______________

______
2B.8

3. To estimate the yard space, a Landscape Gardener paces the distance between the house and the fence. If she counts 20 paces and her pace is 2.5 feet, how far is it across the yard?

____

______
3C.6

---

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
9/82

Check The
Items You
Can Do

4. When measuring heights for agricultural surveying, a Landscape Gardener must round off measurements to the nearest one hundredth of an inch.

   Round off the following to the nearest hundredth:

   a. 521.036 ________________

   b. 75.6213 ________________

______ 3D.1

5. The contents of fertilizer are given in percentages so a Landscape Gardener must calculate a percent.

   Figure the following:

   5% of 50 = ____________________

______ 4B.1a

6. It takes 15 minutes to load the wheelbarrow and push it to the garden and back.

   If it will take 5 loads to do the job, and you get $10 per hour, how much should you get paid for labor?

   ____

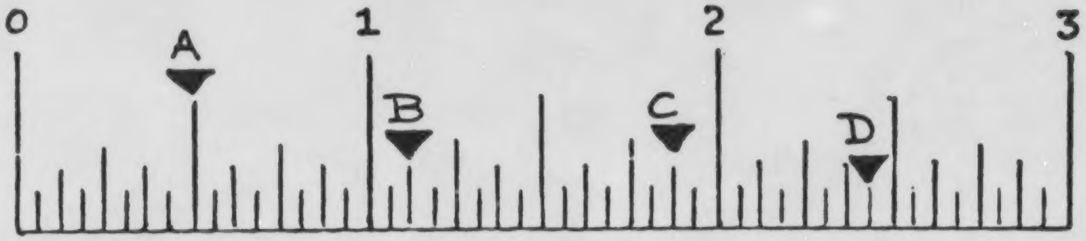
______ 6H.1

Check The
Items You
Can Do

7. Landscape Gardeners must measure distances accurately on scale drawings.

Please write the measurements indicated on the scale below: ________

8A.5



A. ________ B. ________ C. ________ D. ________

8. Landscape Gardeners often get information about plants from charts and tables.

Read the following table and answer the questions below:

16B.3

Control for leaf and stem diseases

Common or coined name of active ingredient and formulation / Disease	Acti-dione (Cycloheximide) wettable powder	Benomyl wettable powder	Bordeaux* water suspension of copper and lime	Captan dust or wettable powder	Ferbam dust or wettable power	Fixed copper dust or liquid	Folpet (Phaltan) dust or wettable powder	Lime sulfur liquid	Karathane dust, liquid, or wettable powder	Streptomycin wettable powder	Sulfur dust or wettable powder	Thiram dust or wettable powder	Zineb (Dithane Z-78) dust or wettable powder
Anthracnose		●	●		●	●	●	●				●	●
Damping off				●						●		●	●
Fireblight			●			●							●
Leaf spot		●	●	●		●	●	●			●	●	
Peach leaf curl			●					●					●
Powdery mildew	●	●					●	●	●		●		
Scab			●	●	●	●	●	●			●		
Shot hole		●	●	●	●	●		●					●
Rust							●						●

a. What chemicals are used to control rust on plants? ______

______

b. What plant disease does acti-dione control? ______

______

c. What form does lime sulfur come in? ______

______

Check The
Items You
Can Do

9. The specialized words used in Landscape Gardening are often presented in a glossary.

Use the following glossary to answer the questions below:

____

16F.4b

Annual: A plant that completes its life cycle in a year or less is called an annual. Seed germinates and the plant grows, blooms, sets seed, and dies--all in one growing season. Examples are marigold (Tagetes) and zinnias.

Backfill: Backfill soil is returned to a planting hole after a plant's roots have been positioned. Sometimes backfill is simply the soil dug out to create the planting hole; more often it is mixed with some organic soil amendments to improve its texture.

Balled and burlapped: (sometimes abbreviated B and B). From late fall to early spring, some nurseries sell shrubs and trees with a large ball of soil around the roots, wrapped in burlap to hold the soil together. Usually these are plants that cannot be offered BARE ROOT.

Bare root: In winter and early spring, nurseries offer many deciduous shrubs and trees. and some perennials, with all soil removed from their roots. These are dormant plants dug from growing fields, trimmed and freed of soil, and then protected against drying out until planting.

Biennial: This type of plant completes its life cycle in two years. Two familiar biennials are foxglove (Digitalis) and Canterbury bells (Campanula medium).

Bolt: Annual flowers and vegetables that grow too quickly to flowering stage at the expense of developing well otherwise are said to bolt. This happens most often when plants are set out too late in the year or when unseasonably hot weather rushes the growth.

Bonsai: A Japanese term, bonsai is one of the fine arts of gardening: growing carefull trained, dwarfed plants in containers selected to harvest.

a. Give an example of an annual: ____________________

b. What is backfill? ____________________

____

c. How long does it take a biennial to complete its cycle?

____

Check The Items You Can Do

10. To use tools, fertilizers, and pesticides, a Landscape Gardener must follow instructions carefully.

Read the following passage and answer the questions below:

____

17A.5

CARE:

1. If a tool is dirty, clean it with a putty knife or cold chisel and then wipe the surface with a dry rag.

2. If a tool has been neglected and becomes rusty use the following procedure:

   a. If the rust is heavy, scrape it off with a cold chisel or end of a file.

   b. Soak the rust spots with kerosene.

   c. Rub with emery cloth until all the traces of rust have been removed.

   d. Remove all the traces of kerosene with a dry cloth.

   e. Clean with a dry rag, then apply a thin film of machine oil to prevent further rust.

3. You have done the following in a previous L.A.P. activity. If the proper care has not yet been taken on the handles of tools you have sharpened, care for them now.

   a. Sand and coat wooden parts with linseed oil once every 2 to 3 months to preserve the wood.

   b. Have handles replaced if they split. Give the tool to your teacher for proper care.

a. List four materials used in removing rust from tools:

____

____

b. What will prevent rust on tools? __________________

____

C. What must you do to preserve the wooden parts of tools?

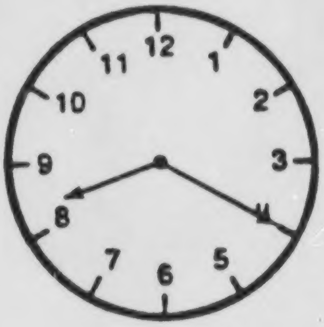
____

____

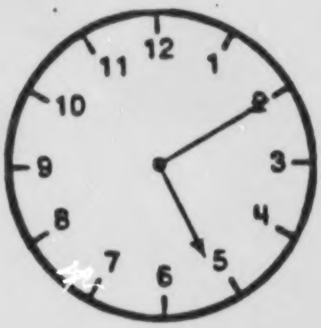
11. Landscape Gardeners must write down the time they work on a time sheet.

Read the clocks below and fill in the following time sheet. Use today's date.

21A.5



Time In



Time Out

DATE	TIME IN	TIME OUT

Check The
Items You
Can Do

12. Landscape Gardeners must listen carefully and follow his/her employer's instructions.

Listen to the instructions which your counselor gives to you and carry them out.

____

19A.15

Counselor's Copy

Check The
Items You
Can Do

12. Many of the tasks you will perform as a Landscape Gardener will be given orally by your supervisor.

Listen to the instructions which your counselor gives to you and carry them out.

______

19A.15

Counselor reads the following instructions aloud all at once. Recall is being tested.

"Draw a circle and put the number 3 in it. Turn your paper over, draw a square and put the number 5 beside it."

A SKILLS CHECK

This skills check is to help you and your counselor know if you have the math, reading, writing and listening skills needed for training for this job. The instructor of the course asks that you have these skills before coming to training. If you don't have these skills, we offer classes to help you learn them. You'll only work on the skills you'll need and then you'll move into training.

Relax, Take your time.

Don't worry. If you can't do it now, you will have the opportunity to learn.

NAME____________________________________

COUNSELOR'S NAME____________________ETU_____

DATE OF YES/NO REVIEW____________________

DATE ESA COMPLETED____________________

MEDICAL/DENTAL RECEPTIONIST

ENTRY STANDARDS ASSESSMENT

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
MEDICAL/DENTAL RECEPTIONIST*

Check The Items You Can Do

1. Medical/Dental Receptionists must be able to do simple bookkeeping.

Please perform the additions below: ________

3E.3

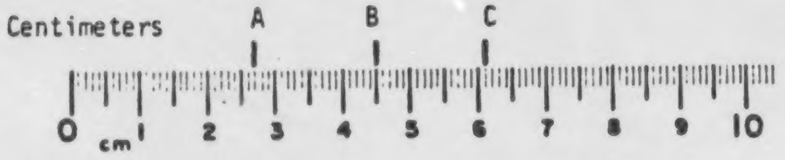
A. $ 74.35
+29.16

B. $ 1070.00
+ 44.09

2. Medical/Dental Receptionists must be able to take patients' blood pressure and measure patients' height and weight.

Please read the scale below and write the measurements indicated by the letters: ________

8A.5



A ________ B ________ C ________

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
9/82

Check The Items You Can Do

3. Medical/Dental Receptionists must be able to use the Physician's Desk Reference and other manuals in their work.

Examine the index below and answer the questions which follow:

______

16D.3

Index

- Laboratory operations (cont'd)
  - principles, 167-168
  - reagents, handling, 169-170
- Laryngology, 230
- Lateral position, 28
- Laws, 3-4
- Leukocyte count, 184-185
- Lidocaine, 80
- Life signs. *See* Vital signs
- Liver function tests, 200
- Local anesthetics, injection of, 158
- Local infection, 44

M

- Manometer, 15, 16
- Massage
  - effleurage, 108
  - friction, 108
  - petrissage, 108
  - tapotement, 108-109
  - vibration, 109
- Mathematics review
  - decimals, 131-132
  - fractions and mixed numbers, 129-131
  - percentages, 132
  - proportions, 132-133
  - ratios, 132-133
- Measurement, systems of
  - apothecaries' system, 135-136
  - metric system, 134-135
- Medical asepsis, 48
- Medical assistant
  - responsibilities, 2-3
  - role of, 1-4
- Medical history, 8
- Medical terminology, 22-23
- Meniscus, 176

A. On what pages would you find information on common medical terminology? ______________________

B. Under what other name would you find information on life signs in this index? ______________________

Check The
Items You
Can Do

4. Medical/Dental Receptionists must be able to read textbooks, brochures, and other written material to learn about their jobs.

Please read the passage below and answer the questions which follow: ______

17A.5

ESTABLISHING RAPPORT

Fear of the unknown is probably the greatest fear of man. A new situation will produce anxiety and fear to some degree. This anxiety is more obvious in some people than in others and must be coped with in individual ways. The medical assistant must learn to recognize this anxiety in its many forms and to help the patient cope with it. This should be done in a way that will put the patient at ease and relieve as much of his anxiety as possible.

If the patient is making his first visit to the office, he will probably have a higher level of anxiety than a returning patient. Meeting new people, being in a strange environment, fearing unknown and frightening procedures, and being concerned about his physical condition frequently combine to make the patient very nervous and apprehensive. It is the assistant's duty to relieve these fears as much as possible. An atmosphere of genuine concern and sincerity for the patient should be created. The patient will feel better and be more cooperative in this type of atmosphere. The duties of the assistant will also be easier. Establishing good *rapport* or a link of feeling and communication with the patient is an important first step in this direction. If the patient thinks that the assistant understands how he feels and is truly interested in him, then rapport has been established.

A. What is considered to be man's greatest fear? ______________________

____

B. What connection does this fear have with a patient who comes to see a doctor for the first time? ______________________

____

5. Medical/Dental Receptionists must be able to take clear notes in complete sentences when the doctor is out.

Please write 3 or 4 complete sentences which convey the information below on the form provided. Be sure to fill in all blank spaces: ________

22B.1

- Dr. Adrienne Vilaubi of Stanford Medical Center just called
- wants to confirm diagnosis of epistaxis for Frank Navarro
- call back when convenient
- in office 1-3 pm today (408-266-1600)/ 8-11 am tomorrow
- If no questions have Mr. Navarro make appointment for admittance to Medical Center within 7 days.

Name ____________________ Date ____________________

Time of call ______________ Call-back number ______________

Message ____

Check The
Items You
Can Do

6. Medical/Dental Receptionists must be able to type letters which are grammatically correct.

Choose the correct verb in each sentence below:
(Underline the correct word)

22C.25

A. Lawrence (has,have) to leave work early.

B. Gretta and I (want,wants) to see E.T. tonight.

C. There (is,are) many times when the doctor can see you.

D. (Is,Are) anyone home?

7. Medical/Dental Receptionists must be able to write grammatically correct sentences.

Please correct any mistakes in capitalization in the sentences below:

22C.39

A. today is wednesday, october 5, 1982.

B. bernadette and I live in san mateo.

C. my doctor's name is gordon janowski.

D. the national formulary is a book which describes the usefulness, dosage, and other points about drugs.

Check The Items You Can Do

8. The Medical/Dental Receptionist must be able to write proper letters.

Please punctuate the following paragraph:

Vital signs or life signs are important measurements of the bodys state of health These include temperature pulse respirations and blood pressure Height and weight are included in this because they are often all measured at the same time

______ 22C.42

9. Many of the tasks you will perform in an office will be given orally by your supervisor.

Listen to the instructions which your counselor gives to you and carry them out.

______ I9A.15

10. As a Medical/Dental Receptionist, you must be able to explain how to use equipment.

Explain to your counselor how you got from your house to this office today.

______ 25D.2

Check The
Items You
Can Do.

9. Many of the tasks you will perform in an office will be given orally by your supervisor.

   Listen to the instructions which your counselor gives to you and carry them out.

   Counselor reads the following instructions aloud all at once. Recall is being tested.

   "Draw a circle and put the number 3 in it. Turn your paper over, draw a square and put the number 5 beside it."

______

19A.15

A SKILLS CHECK

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Relax. Take your time.

Don't worry. If you can't do it now, you will have the opportunity to learn.

NAME____

COUNSELOR'S NAME_______________________ETU_____

DATE OF YES/NO REVIEW______________________

DATE ESA COMPLETED______________________

ROP OFFICE OCCUPATIONS

ENTRY STANDARDS ASSESSMENT

ENTRY STANDARDS ASSESSMENT (E.S.A)
for
ROP OFFICE OCCUPATIONS

Check The
Items You
Can Do

Identify the following signs to your counselor. (What do you do?) ________

+ = ________ - = ________

• or x = ________)‾ or ÷ = ________

1. To keep track of supplies on hand or hours on time sheets, office workers may need to add or subtract fractions.

Solve the following problems and write in simplest form: ________

(a) 3 1/8 + 5 3/8 = ________ 2B.3

(b) 6 1/3 + 4 1/2 + 5 5/6 = ________

(c) 8 - 4 3/8 = ________ ________

2B.8

2. Some office workers must be able to maintain simple budget records. To demonstrate the ability to perform this task, solve the following additions: ________

```
(1)    $20.85          (b)    $149.95       3E.3
        14.95                   57.65
         6.75                   20.50
       + 2.55                   89.88
                              + 17.49
```

3. Office workers must be able to keep track of expenditures for requisitions and petty cash. To demonstrate the ability to perform this task, do the following subtraction problems: ________

```
(a)    $25.00          (b)    $487.16       3E.4
      - 6.75                 - 29.87
```

*Standards stipulated by classroom instructor
Developed by CETA Staff Development Project
Revised 11/79

Check The Items You Can Do

4. Most workers must be able to calculate the cost of supplies needed. To demonstrate the ability to perform this task, perform the following multiplication problems:

(a) $\begin{array}{r} \$16.95 \\ \times\ \ 25 \\ \hline \end{array}$ (b) $\begin{array}{r} \$80.25 \\ \times\ \ 18 \\ \hline \end{array}$

_____ 3E.5

5. If a man earns $6.275 per hour, find his total take-home pay if he works 8 hours on Monday through Thursday and 7.5 hours on Friday and his total deductions are $50.63.

____

_____ 3F.1

6. Clerical workers must be able to calculate sales tax, discounts and rates. To demonstrate this ability, please solve the following problems:

(a) 5.5% of 8.75 = __________ _____ 4B.1

(b) 12 is _____% of 60? _____ 4B.2

(c) 25% of _____ = 23. _____ 4B.3

7. The company you work for gives a 9% raise each year. If you are now making $8,500 a year, how much will you be making in two years?

____

_____ 4C.1

Check The
Items You
Can Do

7. To use a calculator or a ten-key adding machine, you must be able to convert fractions to decimals. Change each of the fractions below to a decimal: (If it doesn't come out exactly, write out each decimal to four places.) ____

(a) 1/2 = ____ (b) 1/8 = ____ 5A.1a

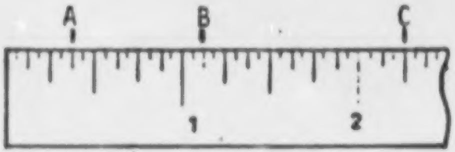
(c) 1/5 = ____ (d) 1/3 = ____

9. To calculate with percentages, you will have to convert them to decimals. Change each of the following percentages to decimals: ____

(a) 25% = ____ (b) 8½% = ____ (c) 123% = ____ 5A.3a

10. To set up a page of typing, an office worker may need to use a ruler. Give the measurements in inches shown by the letters on the ruler below: ____

8A.5c

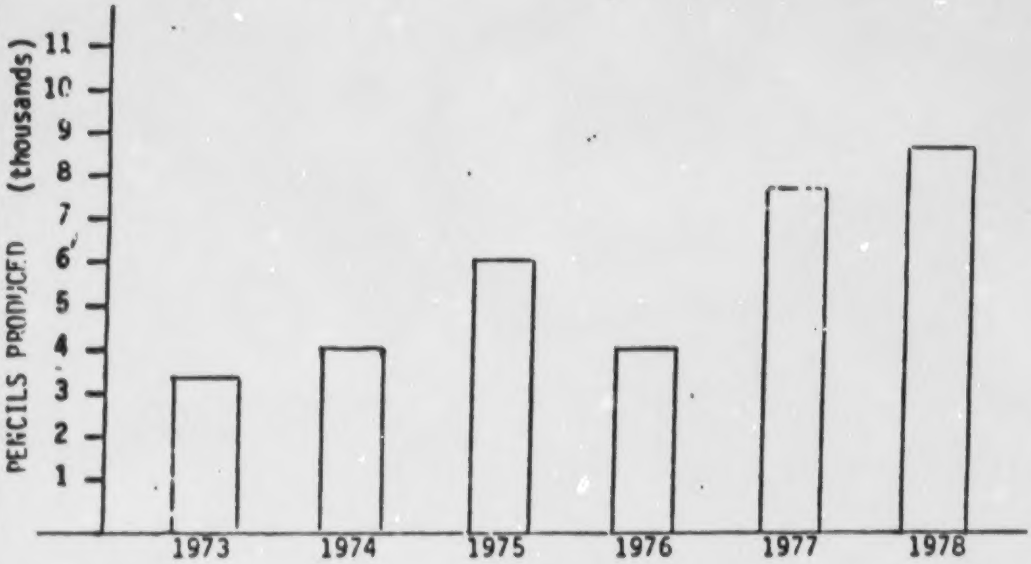


A = ____ B = ____ C = ____

Check The
Items You
Can Do

11. Look at the graph below and answer the following questions: ________

10A.1



(a) Which year had the highest production? ____________

(b) How many pencils were produced in 1977? ____________

12. Clerical workers must work with a variety of forms. Read the following supply request and answer the questions below:

____

16A.4

NAME J. Alfred Prufrock	PHONE/EXT. 3299	REQUEST DATE 12/20/76	ORDER DATE 1/7/77
PROGRAM MERMAID	ACCOUNT NUMBER 123-146F-137632-1404	APPROVED BY T.S. Eliot	

QUANTITY	DESCRIPTION	ACCOUNTING USE ONLY Unit Cost	
25	Blue 3-Ring Binders, Size 8½x11		

Delivery Date ____________ Received By ____________ Total Cost ____________

(a) How many binders are needed? ______________________

(b) When were the binders requested? ________________

(c) What program will use the binders? ______________

(d) Who approved the request? ______________________

Check The
Items You
Can Do

13. Clerical workers will often consult tables and charts to find prices and other information. Examine the following chart and answer the questions below:

16B.3

Weight (up to)	100 miles	200 miles	300 miles	400 miles	500 miles
5 pounds	$5.40	$5.40	$5.40	$5.40	$5.40
10 pounds	5.40	5.40	5.60	5.90	6.10
15 pounds	5.60	5.90	6.20	6.50	6.80
20 pounds	5.90	6.20	6.50	6.80	7.10
30 pounds	6.00	6.40	6.80	7.20	7.60
40 pounds	6.10	6.60	7.10	7.60	8.10
50 pounds	6.20	6.85	7.50	8.15	8.80
75 pounds	7.00	7.85	8.70	9.55	10.40
100 pounds	7.50	8.60	9.70	10.80	12.00

(a) What is the charge for sending a 30-pound parcel 400 miles?

(b) How much would it cost to send an 8-pound box 200 miles?

Check the
Items you
Can do

10. Read the following want ads and answer the questions below: ____________

16E.2

1. CLERK
Real estate organization firm located in San Mateo seeks individual who enjoys working with numbers & has good 10 key skills. Immediate opening. Will train. 574-4930

2. CLERK TYPIST
Qualified typist. Full time or part time U. S. citizenship req. Call Ms. Eggleston at 556-0980. bef noon U. S. Environmental Protection Agence. 215 Fremont St SF EOE

3. RECEPTIONIST
Garment co nds person w good personality & phone voice typ req'd. Exc. benefits Zano Corp 552-4300 165 8th St. SF

4. WORD Processing Operator Trainee. Must type 65+, good machine transcription and grammar skills. For appt call 772-2313 Equal oppty employer M/F/H AMFAC

(a) What kind of organization wants someone who has a good phone voice?

____

(b) What does EOE mean in ad number 2?

____

(c) Which job requires U. S. Citizenship?

____

Check The
Items You
Can Do

16. Read the passage below and answer the following questions: ______

17A.5

Georgia works for the Donne Compass Company, Inc., in New London, Connecticut. She is a Typist Clerk II in the accounting department. Her duties involve typing budget reports, filling out ledger entries, and typing letters for her boss, Mr. Dryden. Georgia has been on this job for two years and hopes to be promoted to a Typist Clerk III soon. If she gets her promotion, her salary will increase from $785 a month to $895 per month.

(a) Where is the Donne Compass Company located?

____

(b) What is Georgia's job title?

____

(c) How much money does Georgia make each month?

____

17. Check the groups of words which are NOT complete sentences. ______

22C.1

_____ Office workers enjoy busy, exciting careers.

_____ The more rewarding the job.

_____ Her machine at the end of the period.

_____ Bill placed the paper in the machine.

_____ Al, a clever repairman, and his tools.

_____ Lola covered her machine at the end of the period.

Check The
Items You
Can Co

18. Underline the correct word in parenthesis: __________

(a) Neither of the men (is, are) working. 22C.25d

(b) There (was, were) five books on the shelf.

(c) (Don't, Doesn't) he know how to do it?

(d) A group of girls, including my sister, (is, are) going to Europe this summer.

19. Fill in the blanks. (The first two lines are examples.) __________

Ex:	I sing	I sang	I will sing	I have sung	22C.26
Ex:	I speak	I spoke	I will speak	I have spoken	
(a)	I choose	I chose	I will choose	I have ____________	
(b)	I begin	I began	I will begin	I have ____________	
(c)	I drive	I drove	I will drive	I have ____________	
(d)	I eat	I ate	I will eat	I have ____________	
(e)	I throw	I threw	I will throw	I have ____________	

20. Add punctuation as needed to the following sentences: __________

(a) Vera my best friend lives in San Jose 22C.35

(b) Johns dog chased its tail 22C.38

(c) I enjoyed reading the book didnt you 22C.42

(d) Bill tried hard however he finally had to give up 22C.34

21. Which of the following is wrong? __________

_____ He hurried home. He was not too late. 22C.36

_____ She answered the telephone; no one was there.

_____ He typed fast; therefore, the letter was finished on time.

_____ They stopped by yesterday, we had gone out.

Check The Items You Can Do

22. Underline the letters which should be capitalized: ______ 22C.39

(a) the president of the school board is dr. matthews.

(b) our professor made us read the lesson in french.

(c) the early pioneers crossed the mississippi river and the rocky mountains.

(d) peru, bolivia and equador are spanish-speaking countries.

(e) irving berlin wrote the song, "white christmas".

23. Underline the correct word choice: ______ 22C.40

(a) Sew the (lose, loose) button on this shirt.

(b) (Whose, Who's) book is this?

(c) I am taking a (coarse, course) in English.

(d) We took a coffee (brake, break).

(e) I (lay,laid) down to rest yesterday afternoon.

24. Underline the correct word or words in parenthesis: ______ 22C.43

(a) (She and I, She and me) are good friends.

(b) My brother loaned the car to (him and I, him and me).

(c) The boys and (we, us) are going.

(d) She is as smart as (I, me).

(e) No one looked as pretty as (she, her).

(f) He is the man (who, whom) I most respect.

(g) (Who, Whom) did you say was coming?

Check The Items You Can Do

25 Write the address of the following companies, using the San Mateo County Telephone Directory:

Fremont Indemnity

____

Hong Kong Restaurant

____

Stacey's Book Store, San Francisco

____

________ 25C.5

26. Underline the correct spelling:

(a) I will (reccomend, recommend) him for the job.

(b) Henry is (fourty, forty) years old.

(c) Some people expect special (privileges, priviledges).

(d) He took aspirin to (releive, relieve) his headache.

(e) The car is (equiped, equipped) with deluxe features.

________ 20C.1

27. Listen to the following words and write them down using correct spelling:

(dictate 10 words here)

____________________ ____________________
____________________ ____________________
____________________ ____________________
____________________ ____________________
____________________ ____________________

________ 20C.2

E.S.A.- ROP
Clerical

Check the
Items you
Can do

10. Read the following want ads and answer the questions below: ____________

16E.2

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(a) What kind of organization wants someone who has a good phone voice?

____

(b) What does EOE mean in ad number 2?

____

(c) Which job requires U. S. Citizenship?

____

Counselor's Page

Check The
Items You
Can Do

27. Word list, with sentence using each word for spelling dictation.

____

20C.2

secretary	Ask the secretary for an appointment.
business	A new business just opened next door.
sincerely	Close the letter with 'Very sincerely yours'.
February	The bill came last February.
truly	He signed the letter 'Yours truly, Bill'.
calendar	Did you get the new calendar for next year?
license	Your driver's license has expired.
unnecessary	An extra copy is unnecessary.
preferred	She preferred to call early.
proceed	Now that we have the order number, we can proceed with the delivery.

28. Office workers must be able to take phone messages. Listen to the following message and write a short note containing the important points:

____

22D.1

This is John Jones of the Perry Manufacturing Company. Would you please have Mr. Nelson call me between 9:00 and 11:00 o'clock tomorrow morning. My phone number is 616-1778, extension 429. Thank you.

A SKILLS CHECK

This skills check is to help you and your counselor know if you have the math, reading, writing and listening skills needed for training for this job. The instructor of the course asks that you have these skills before coming to training. If you don't have these skills, we offer classes to help you learn them. You'll only work on the skills you'll need and then you'll move into training.

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Don't worry. If you can't do it now, you will have the opportunity to learn.

NAME______________________________

COUNSELOR'S NAME____________________ETU_____

DATE OF YES/NO REVIEW____________________

DATE ESA COMPLETED____________________

RETAIL SALES & MERCHANDISING

ENTRY STANDARDS ASSESSMENT

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
ROP RETAIL SALES AND MERCHANDISING*

Check The Items You Can Do

1. To make change for customers, a Retail Salesperson must be able to subtract.

   Subtract the following:

   a. $20 - $8.46 = ______ b. $5 - $2.79 = ______

______ 3E.4

2. When prices are reduced by a percent off, a Retail Salesperson must figure percents.

   What is 10% of $25?

______ 4B.1a

____

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
9/82

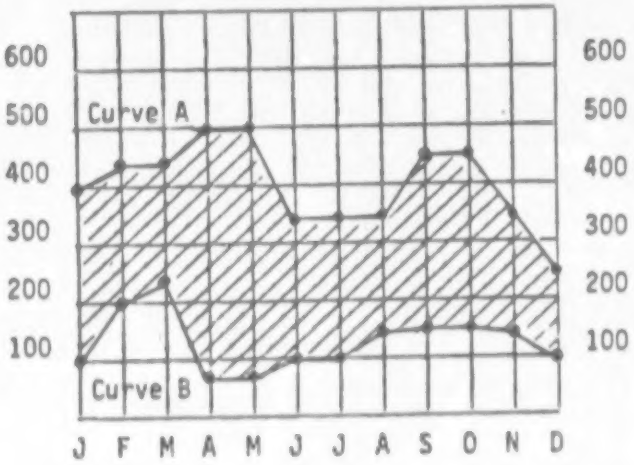
Check The
Items You
Can Do

3. A Retail Salesperson must read graphs which show the amount of sales over time.

Using the following graph, answer the questions below:

______ 10A.1

1979



Curve A: Quartz clocks

Curve B: Wind up clocks

a. In April, how many quartz clocks were sold? ____________

b. During what month were the most wind-up clocks sold? ________

C. Clock sales was lowest during which month?____________

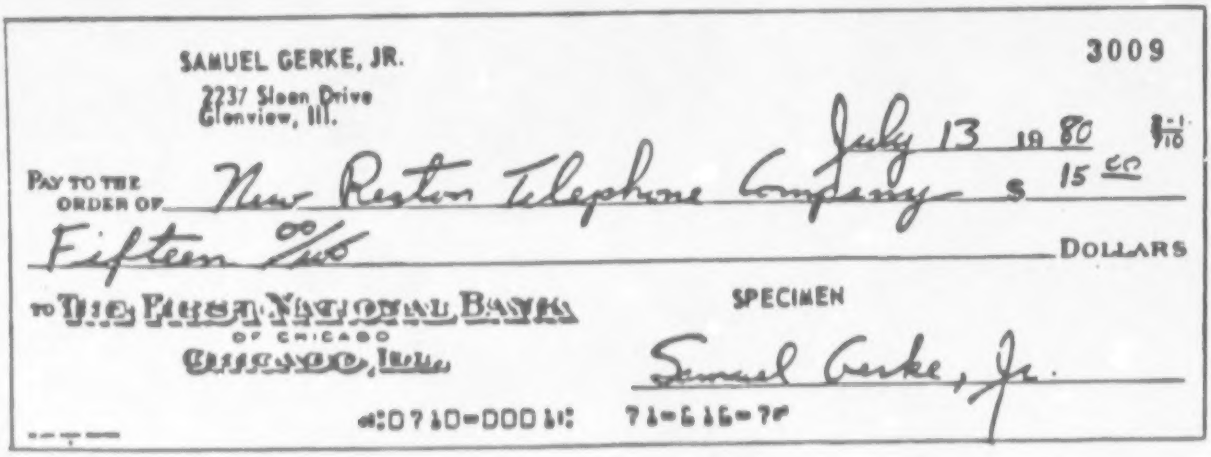
Check The
Items You
Can Do

4. A Retail Salesperson must look carefully for any errors in a customer's check.

Read the check below and answer the questions which follow:

____

16A.4



SAMUEL GERKE, JR.
2237 Sloan Drive
Glenview, Ill.

3009

July 13 19 80 2-1/710

PAY TO THE ORDER OF New Reston Telephone Company $ 15 00

Fifteen 00/100 DOLLARS

TO THE FIRST NATIONAL BANK OF CHICAGO
CHICAGO, ILL.

SPECIMEN

Samuel Gerke, Jr.

0710-0001 71-616-7

a.) What is the amount of the check? ____________________

b.) When was the check made out? ________________________

c.) Who signed the check? ______________________________

5. A Retail Salesperson must read the newspaper ads for the store where he/she works.

Read the following ad and answer the questions below:

______

16E.4

motif
save 50%

H. Save on this oak bar with locking door that measures 24x52x38½". Orig.* 1500.00, **699.00.** Matching oak tables and wall units are available at similar savings.

macy's
own, save
40%

J. Light rattan game table has a 42" round top. Natural stain base. Orig.* 395.00, **sale 235.00**
All limited to stock on hand and subject to prior sale.
Furniture (d. 417) - all Macy's except Stockton, San Rafael and Modesto
There is a delivery charge.
* Intermediate markdowns have been taken.

a. How much does the oak bar now cost? ______

b. What percent do you save on the game table? ______

c. Where is this furniture not available? ______

______

6. In training for Retail Sales and Merchandising, you must read and understand the definitions of new words in merchandising.

Read the following passage and tell your counselor the definition of retailing and "ultimate consumer".

17A.3

Retailing is the process of selling goods and services to the ultimate consumer for personal use--at a profit to the merchant. The key words to understand in this definition are "process", "ultimate consumer", and "personal use". The "process" includes many different types of activities necessary for selling. These activities will be explored in greater depth later on. The "ultimate consumer" is the person who will actually use the goods or service for "personal use". Therefore, the man who buys bread for dinner--that is, for his personal use--is the ultimate consumer. Someone who buys bread to make sandwiches which are then sold is not the ultimate consumer and the use is not personal. It is important to understand these terms in order to differentiate retail selling from other selling activities.

Check The Items You Can Do

7. A Retail Salesperson must listen carefully to answer customers' questions and follow supervisors' directions.

Listen to the instructions which your counselor gives to you and carry them out.

____

19A.15

8. A Retail Salesperson must give clear explanations and directions to customers.

Tell your counselor how to travel from your house to the office where you are now.

____

25D.2

Check The Items You Can Do

7. A Retail Salesperson must listen carefully to answer customers' questions and follow supervisors' directions.

Listen to the instructions which your counselor gives to you and carry them out. ____

19A.15

Counselor reads the following instructions aloud all at once. Recall is being tested.

> "Draw a circle and put the number 3 in it. Turn your paper over, draw a square and put the number 5 beside it."

A SKILLS CHECK

This skills check is to help you and your counselor know if you have the math, reading, writing and listening skills needed for training for this job. The instructor of the course asks that you have these skills before coming to training. If you don't have these skills, we offer classes to help you learn them. You'll only work on the skills you'll need and then you'll move into training.

Relax. Take your time.

Don't worry. If you can't do it now, you will have the opportunity to learn.

NAME______________________________________

COUNSELOR'S NAME____________________ETU_____

DATE OF YES/NO REVIEW____________________

DATE ESA COMPLETED____________________

OICW TELECOMMUNICATIONS

ENTRY STANDARDS ASSESSMENT

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
OICW TELECOMMUNICATIONS*

Check the Items You Can Do

1. When Telecommunications workers answer the phone, they must be able to log telephone calls.

Arrange the following telephone numbers in numerical order, smallest to largest: ________

595-2695 ________

338-2003 ________

384-2016 ________

222-0187 ________

1A.6

2. A Telecommunications worker must add up the costs of supplies for the teletype.

Add the following amounts: ________

3E.3

$$a.)\ \begin{array}{r} \$53.29 \\ 127.55 \\ +\ 31.16 \\ \hline \end{array} \qquad b.)\ \begin{array}{r} \$62.20 \\ 105.15 \\ +\ 2.85 \\ \hline \end{array}$$

3. When a wrong number is recorded on the phone bill, a Telecommunications worker must subtract the amount

Subtract the following amounts: ________

3F.4

$$a.)\ \begin{array}{r} \$531.25 \\ -\ 62.81 \\ \hline \end{array}$$

b.) $100 - 31.65 = ________

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
Revised 11/82

4. It costs $1.35 per minute for telephone time. If you talk for 5 minutes, how much is the total cost of your call?

____

____

3E.12

5. If you sent a message for 55 minutes and the total bill was $60, how much was the cost per minute?

____

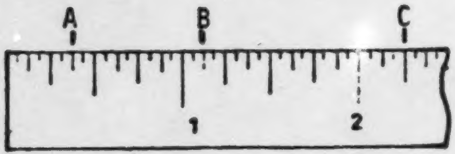
____

3E.12

6. To order the correct size of paper tape, a Telecommunications worker must use a ruler. Give the measurements in inches shown by the letters on the ruler below:

____

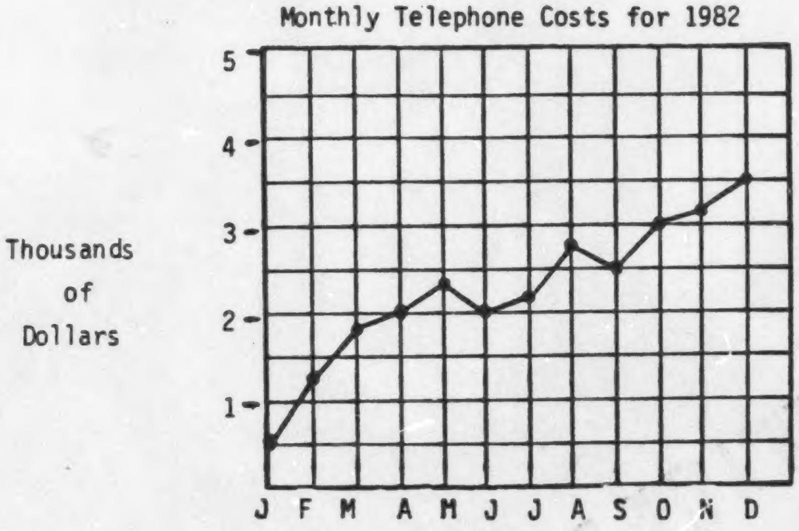
8A.5c



A = ____ B = ____ C = ____

7. Look at the graph below and answer the following questions: ____________

10A.1



(a) Which month had the highest telephone cost? ____________

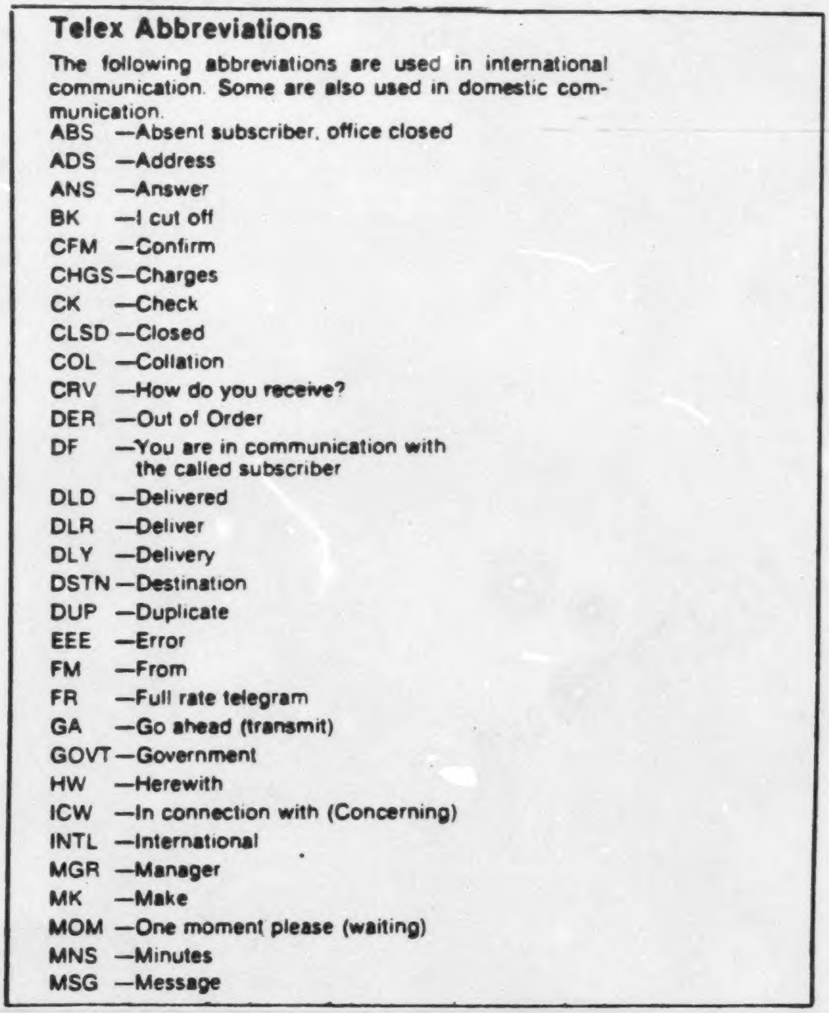
(b) What were the telephone costs in September? ____________

8. Telecommunications workers must be able to identify abbreviations used in communications.

Examine the chart below and answer the questions about it:

____

16B.3



Telex Abbreviations

The following abbreviations are used in international communication. Some are also used in domestic communication.

ABS —Absent subscriber, office closed
ADS —Address
ANS —Answer
BK —I cut off
CFM —Confirm
CHGS—Charges
CK —Check
CLSD—Closed
COL —Collation
CRV —How do you receive?
DER —Out of Order
DF —You are in communication with the called subscriber
DLD —Delivered
DLR —Deliver
DLY —Delivery
DSTN—Destination
DUP —Duplicate
EEE —Error
FM —From
FR —Full rate telegram
GA —Go ahead (transmit)
GOVT—Government
HW —Herewith
ICW —In connection with (Concerning)
INTL —International
MGR —Manager
MK —Make
MOM —One moment please (waiting)
MNS —Minutes
MSG —Message

(a) What does the abbreviation "MOM" mean? ____________________

____

(b) What is the abbreviation for Destination? ________________

Check The
Items You
Can Do

9. Telecommunications workers read and understand company manuals to determine office procedures

Read the following and answer the following questions: ____________

16D.3

TO SET UP A CONFERENCE (OPTIONAL)

NOTE: Only one five-way conference can be in progress at one time.

(a) Answer the outside or inside call.

NOTE 1: A conference can comprise a maximum of five parties, one of which being yourself. The conference initiator will give you a list of conferees, when this list is completed ask the caller to 'hold-the-line'. Check that the CONF lamp is extinguished.

(b) Depress the CONF pushbutton

* *CONF lamp 'flashes'.*

(c) Depress the DEST REL pushbutton

* *Listen for dial tone*

* *CONF lamp lights "steady".*

(d) Key second conferee's number (station or trunk).

NOTE: it is not advisable to include more than two trunks in a conference

* *Await answer, upon conferee's on-hook, announce that a conference is about to take place and to 'hold-the-line'.*

a.) How many parties can be in a conference at maximum? ____________

b.) What do you tell the conferee when he/she answers (on hooks)?

____

____

Check The
Items You
Can Do

10. Telecommunications workers must be able to use a glossary to define words encountered on the job and in training.

Examine the page below and define "PABX". ______

glossary

16F.4b

ON-HOOK

The condition which results when the telephone handset is placed on its cradle.

OUTSIDE RING TONE

Telephone bell rings one second, pause two seconds...repeat.

OUTSIDE DIAL TONE

The familiar tone received when using an outside telephone telling you that you can dial an outside number.

PABX

Private Automatic Branch Exchange.

RECALL-AUTOMATIC

A feature provides for an attendant extended call to be returned to the console, after a predetermined time, when it encounters a no answer or busy condition.

RE-ORDER TONE

A fast 'busy-tone' received telling you that you have miskeyed or have been timed-out by keying too slowly.

______

______

______

Check The
Items You
Can Do

11. Telecommunications workers must read factual information to use equipment. ____________

17A.5
225.1

Read the following passage and answer the questions below. Write your answers in complete sentences.

controls & indicators

There are two headset/handset sockets on the left-hand side of the console. When these are left disconnected the Console is automatically switched to a preselected night service mode. It is usual to insert the headset/handset jack into the foremost socket. The second is provided for training purposes whereby a trained Attendant can assist a trainee by listening-in to procedures, etc., and correcting where necessary.

a.) What happens when the two headset/handset sockets are left disconnected?

____

____

b.) What is the second headset/handset jack for?

____

____

____

12. To order supplies for a teletype, a Telecommunications worker must fill out a supply request.

Using the information given, fill out the supply request form below. Use your own name and today's date.

22A.1

You work in the Telecommunications Department and need to order supplies. They must be received by one week from today. The order is to be charged to account number 187456. The supplies you need are:

50 boxes of paper at $40. per box

10 cases of ribbons at $30. per case

12 cases of paper tape at $50. per case

2 boxes of pens at $3. per box

supply request

NAME		**REQUEST DATE**
DEPT.	**ACCOUNT NUMBER**	**ORDER DATE**
QUANTITY	**DESCRIPTION**	**Unit Cos**

13. Telecommunications workers must be able to use telephone and teletype directories.

Examine the excerpt from a teletype directory and write down the teletype number for the Head Office of the Walter Woods Company.

25C.5

EDMONTON, ALTA. 827

Vollan, R. (Alta) Ltd.,
12251 William Short Rd., ... (VOLLAN EDM) 037-42685
Voyageur Realty Ltd.,
300-9945-50th St. .... (VOYGR NANN EDM) 037-42831
VS Services Ltd.,
9328-49th St. .... (VS SVCS EDM) 037-41315
W-M Dental Supply Ltd.,
17524-105th Ave .... (WMDENT EDM) 037-41862
Waco Associated Distributors Ltd.,
12819-144th St. .... (WACO EDM) 037- 3951
WAIWARD STEEL FABRICATORS LTD.,
12810-163rd St. .... (WAIWARD EDM) 037-41340
Wallcovering Mart Ltd., The,
12514-128th St. .... (WALLMART EDM) 037-41828
Walter, J. Company Ltd.,
15907-116th Ave .... (WALCOM EDM) 037-41873
Walter Woods,
Divn. of Sumner Holdings Ltd.
Purchasing Office
10218-111th St. .... (WOODBUYING EDM) 037-43108
Head Office
10343-107th St. .... (WALTWOODS EDM) 037- 2150
WANG CANADA LTD.,
6325-103rd St. .... (WANGLAB EDM) 037-41742

Check The
Items You
Can Do

14. Underline the correct word in parenthesis: ______

(a) Neither of the men (is, are) working 22C.25d

(b) He (doesn't, don't) have enough time to go with us.

(c) There (is, are) three new typewriters here.

(d) A group of girls, including my sister, (is, are) going to Europe this summer.

15. Add punctuation as needed to the following sentences: ______

(a) Vera my best friend lives in San Jose 22C.35

(b) Its the first day of Marys class 22C.38

(c) John dont you think we should go now 22C.42

(d) Bill tried hard however he finally had to give up 22C.34

16. Listen to the following words and write them down using correct spelling: ______

(dictate 10 words here) 20C.2

______ ______

______ ______

______ ______

______ ______

______ ______

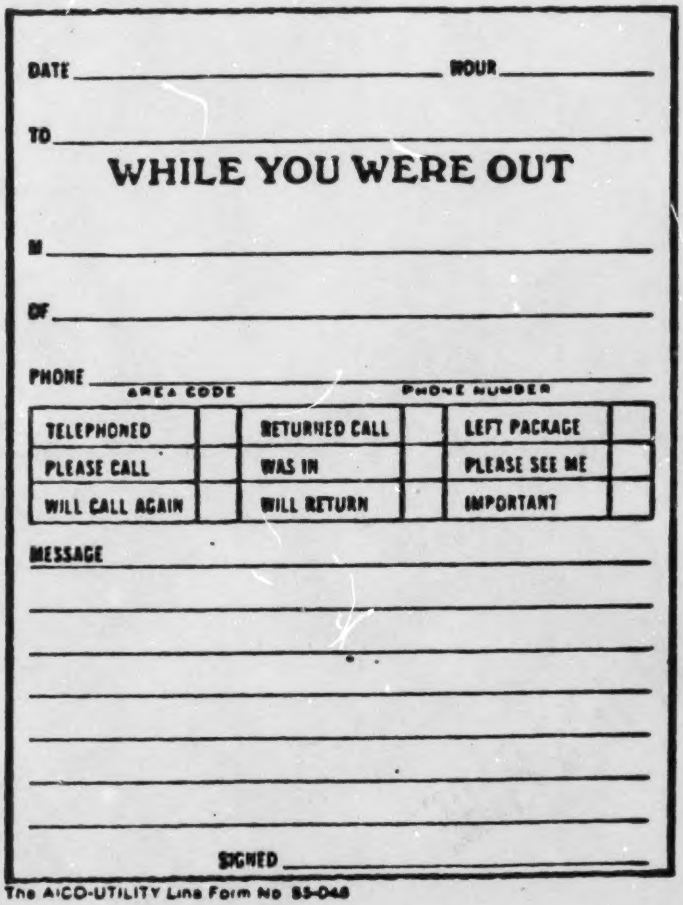
Check The
Items You
Can Do

17. Telecommunications workers must be able to take phone messages.

Listen to the following message and write a short note containing the important points:

____

22D.1



DATE __________________ HOUR ________

TO ____________________________

WHILE YOU WERE OUT

M ____________________________

OF ____________________________

PHONE ____________________________
AREA CODE PHONE NUMBER

TELEPHONED	☐	RETURNED CALL	☐	LEFT PACKAGE	☐
PLEASE CALL	☐	WAS IN	☐	PLEASE SEE ME	☐
WILL CALL AGAIN	☐	WILL RETURN	☐	IMPORTANT	☐

MESSAGE ____________________________

SIGNED ____________________

The AICO-UTILITY Line Form No 53-048

Check The
Items You
Can Do

18. Many of the tasks you will perform in an office will be given orally by your supervisor.

Listen to the instructions which your counselor gives to you and carry them out.

____

19A.15

19. As a telecommunications worker, you must be able to explain how to use equipment.

Explain to your counselor how you got from your house to this office today.

____

25D.2

16. Word list, with sentence using each word for spelling dictation.

secretary	Ask the secretary for an appointment
business	A new business just opened next door.
sincerely	Close the letter with 'Very sincerely yours'.
February	The bill came last February.
truly	He signed the letter 'Yours truly, Bill'.
calendar	Did you get the new calendar for next year?
license	Your driver's license has expired.
unnecessary	An extra copy is unnecessary.
preferred	She preferred to call early.
proceed	Now that we have the order number, we can proceed with the delivery.

______

20C.2

17. Telecommunications workers must be able to take phone messages.

Listen to the following message and write a short note containing the important points:

Message: This is John Jones of the Perry Manufacturing Company. Would you please have Mr. Nelson call me between 9:00 and 11:00 o'clock tomorrow morning? My phone number is (415) 616-1788, extension 429. Thank you.

______

22D.1

18. Many of the tasks you will perform in an office will be given orally by your supervisor.

Listen to the instructions which your counselor gives to you and carry them out.

______

19A.15

Instructions: Draw a circle and put a 1 inside it.
Turn your paper over.
Draw a square and put the number 5 beside it.

A SKILLS CHECK

This skills check is to help you and your counselor know if you have the math, reading, writing and listening skills needed for training for this job. The instructor of the course asks that you have these skills before coming to training. If you don't have these skills, we offer classes to help you learn them. You'll only work on the skills you'll need and then you'll move into training.

Relax. Take your time.

Don't worry. If you can't do it now, you will have the opportunity to learn.

NAME______________________________

COUNSELOR'S NAME____________________ETU_____

DATE OF YES/NO REVIEW____________________

DATE ESA COMPLETED____________________

ROP WARD CLERK

ENTRY STANDARDS ASSESSMENT

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
WARD CLERK*

Check The Items You Can Do

1. Ward Clerks must be able to do simple bookkeeping.

Please perform the additions below:

____

3E.3

A. \$ 74.35
+ 29.16

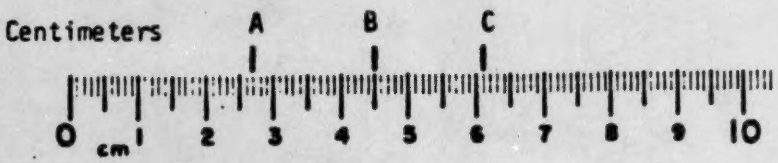
B. \$ 1070.00
+ 44.09

2. Ward Clerks must be able to take patients' blood pressure and measure patients' height and weight.

Write down the measurements indicated by the letters on the scale below:

____

8A.5



A ________ B ________ C ________

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
9/82

3. Ward Clerks must be able to use the Physician's Desk Reference and other manuals in their work.

Examine the index below and answer the questions which follow: ________

16D.3

Index

Laboratory operations (cont'd)
  principles, 167-168
  reagents, handling, 169-170
Laryngology, 230
Lateral position, 28
Laws, 3-4
Leukocyte count, 184-185
Lidocaine, 80
Life signs. *See* Vital signs
Liver function tests, 200
Local anesthetics, injection of, 158
Local infection, 44

M

Manometer, 15, 16
Massage
  effleurage, 108
  friction, 108
  petrissage, 108
  tapotement, 108-109
  vibration, 109
Mathematics review
  decimals, 131-132
  fractions and mixed numbers, 129-131
  percentages, 132
  proportions, 132-133
  ratios, 132-133
Measurement, systems of
  apothecaries' system, 135-136
  metric system, 134-135
Medical asepsis, 48
Medical assistant
  responsibilities, 2-3
  role of, 1-4
Medical history, 8
Medical terminology, 22-23
Meniscus, 176

A. On what pages would you find information on common medical terminology? ________

B. Under what other name would you find information on life signs in this index? ________

Check The
Items You
Can Do

4. Ward Clerks must be able to read textbooks, brochures, and other written material to learn about their jobs.

Please read the passage below and answer the questions which follow: ________

17A.5

ESTABLISHING RAPPORT

Fear of the unknown is probably the greatest fear of man. A new situation will produce anxiety and fear to some degree. This anxiety is more obvious in some people than in others and must be coped with in individual ways. The medical assistant must learn to recognize this anxiety in its many forms and to help the patient cope with it. This should be done in a way that will put the patient at ease and relieve as much of his anxiety as possible.

If the patient is making his first visit to the office, he will probably have a higher level of anxiety than a returning patient. Meeting new people, being in a strange environment, fearing unknown and frightening procedures, and being concerned about his physical condition frequently combine to make the patient very nervous and apprehensive. It is the assistant's duty to relieve these fears as much as possible. An atmosphere of genuine concern and sincerity for the patient should be created. The patient will feel better and be more cooperative in this type of atmosphere. The duties of the assistant will also be easier. Establishing good *rapport* or a link of feeling and communication with the patient is an important first step in this direction. If the patient thinks that the assistant understands how he feels and is truly interested in him, then rapport has been established.

A. What is considered to be man's greatest fear? ______________________

____

B. What connection does this fear have with a patient who comes to see a doctor for the first time? ______________________

____

Check The
Items You
Can Do

5. Ward Clerks must be able to take clear notes in complete sentences when the doctor is out.

Please write 3 or 4 complete sentences which convey the information below on the form provided. Be sure to fill in all blank spaces: ______

22B.1

- Dr. Adrienne Vilaubi of Stanford Medical Center just called
- wants to confirm diagnosis of epistaxis for Frank Navarro
- call back when convenient
- in office 1-3 pm today (408-266-1600)/ 8-11 am tomorrow
- if no questions have Mr. Navarro make appointment for admittance to Medical Center within 7 days.

NAME ______________________ DATE ______________

TIME OF CALL ______________ CALL-BACK NUMBER ______________

MESSAGE ______________________________________

____

____

____

____

____

____

____

____

____

____

Check The Items You Can Do

6. Ward Clerks must be able to type letters which are grammatically correct.

Choose the correct verb in each sentence below: (Underline the correct word.)

______

22C.25

A. Lawrence (has,have) to leave work early.

B. Gretta and I (want,wants) to see E.T. tonight.

C. There (is,are) many times when the doctor can see you.

D. (Is,Are) anyone home?

7. Ward Clerks must be able to write grammatically correct sentences.

Please correct any mistakes in capitalization in the sentences below:

______

22C.39

A. today is wednesday, october 5, 1982.

B. bernadette and I live in san mateo.

C. my doctor's name is gordon janowski.

D. the national formulary is a book which describes the usefulness, dosage, and other points about drugs.

Check The
Items You
Can Do

8. Ward Clerks must be able to write proper letters.

Please punctuate the following paragraph:

______ 22C.42

Vital signs or life signs are important measurements of the bodys state of health These include temperature pulse respirations and blood pressure Height and weight are included in this because they are often all measured at the same time

9. Many of the tasks you will perform in an office will be given orally by your supervisor.

Listen to the instructions which your counselor gives to you and carry them out.

______ 19A.15

10. As a Ward Clerk, you must be able to explain how to use equipment.

Explain to your counselor how you got from your house to this office today.

______ 25D.2

Check The
Items You
Can Do

11. Ward Clerks often use tables and charts to find information.

Please examine the chart below and write the definitions of the following abbreviations:

______

16B.3

A. amt. ______________________________

B. disc. ______________________________

C. I.M. ______________________________

@	at
āā	of each
abd.	abdomen
amb.	ambulatory (able to walk)
amt.	amount
Ax.	axillary
BP	blood pressure
C.	Celsius (centigrade)
c̄	with
CBC	complete blood count
cc	cubic centimeter
CC	chief complaint (in medical history)
dil.	dilute
disc.	discontinue
EENT	eye, ear, nose, and throat
elix.	elixir
ENT	ear, nose, and throat
F.	Fahrenheit
Fx	fracture
GI	gastrointestinal
GU	genitourinary
GYN	gynecology
Hb or Hgb	hemoglobin
H'crit or Hct	hematocrit
Ht.	height
I.M.	intramuscular

Check The
Items You
Can Do

9. Many of the tasks you will perform in an office will be given orally by your supervisor.

   Listen to the instructions which your counselor gives to you and carry them out. ________

19A.15

Counselor reads the following instructions aloud all at once. Recall is being tested.

"Draw a circle and put the number 3 in it. Turn your paper over, draw a square and put the number 5 beside it."

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Relax. Take your time.

Don't worry. If you can't do it now, you will have the opportunity to learn.

NAME____

COUNSELOR'S NAME_____________________ETU_____

DATE OF YES/NO REVIEW____________________

DATE ESA COMPLETED____________________

ROP AUTO BODY REPAIR

ENTRY STANDARDS ASSESSMENT

AUTO BODY TRAINING OUTCOMES

SHOP ORIENTATION & PROCEDURES

- Understand orientation to industry and job organization.
- Apply general shop safety procedures in a working environment.
- Understand and implement shop clean up, tool control, and shop supplies procedures.

OXYACETYLENE WELDING

- Assemble and disassemble an oxyacetylene welding outfit.
- Demonstrate welding skills performed in the auto body repair industry.

POWER EQUIPMENT

- Operate electrical and hydraulic equipment used in the auto body trade.

SHEET METAL REPAIR

- Repair sheet metal damage ranging from minor to major damage.

REMOVE & REPLACE BODY PANELS

- Remove and replace bolt-on and weld-on panels using the necessary tools of the trade in the recommended sequence for proper alignment.

ELECTRICAL SYSTEMS

- Trace and repair torn electrical circuits.
- Align auto head lamps.

AUTOMOTIVE REFINISHING

- Prepare a car for spot and complete painting as recommended by instructor.
- Identify paint problems,
- Use paint equipment.
- Sand, mask, paint and detail a finished product.

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
ROP AUTO BODY REPAIR*

Check The Items You Can Do

1. Auto Body workers must use fractions to select the correct tool for a job.

   Arrange the following fractions from smallest to largest:

   1/4 5/8 9/16 3/4 1/2

   ___ ___ ___ ___ ___

   ________ 2A.5

2. Auto Body workers must be able to write up estimates of body repairs including percent discounts.

   Please compute the following percent:

   35% of $120

   ________ 4B.1

   ____

3. Auto Body workers must be able to mix paints to obtain a specific color.

   How much Blue paint #35 must be added to 2 gallons of White paint #16 to obtain the color SKY BLUE which is a 3:2 mixture of Blue #35 to White #16?

   ________ 5D.4

   ____

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
9/82

Check The
Items You
Can Do

4. An Auto Body worker must be able to fill out work orders and determine the cost of a job.

Calculate the cost of a job which took 3 hours with a labor cost of $14 per hour and with parts costing $112.75.

______

6H.1

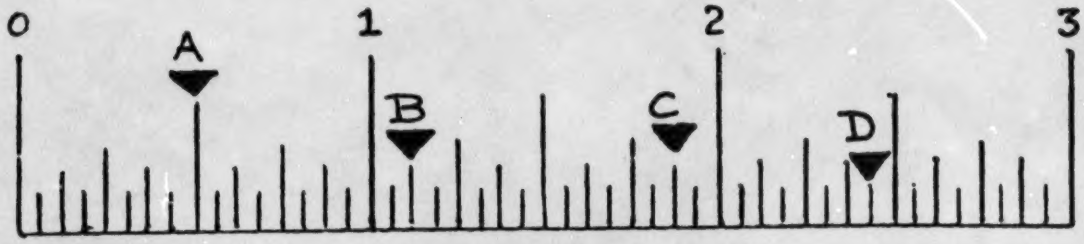
____

5. Auto Body workers must be able to make accurate measurements.

Please write down the measurements indicated on the ruler below:

______

8A.5



A ________ B ________ C ________ D ________

6. Auto Body workers must be able to assemble a variety of car parts.

Please look at the diagram below and name the parts which fit inside of the 21x37x7 oil seal.

____

12D.1

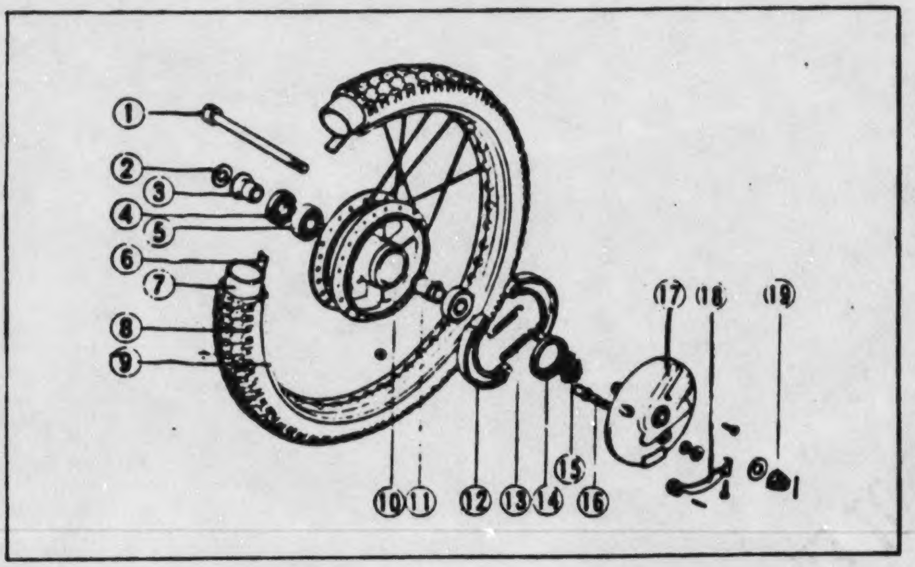


Fig. 5–1

- ① Front wheel axle
- ② 12mm plain washer
- ③ Front wheel side collar
- ④ 21X37X7 oil seal
- ⑤ 6301 radial ball bearing
- ⑥ Tire flap
- ⑦ Front wheel tube
- ⑧ Front wheel tire
- ⑨ Front wheel rim
- ⑩ Front wheel hub
- ⑪ Front axle distance collar
- ⑫ Front brake shoe
- ⑬ Brake shoe spring
- ⑭ 47X60X7 oil seal
- ⑮ Speedometer gear
- ⑯ Brake cam
- ⑰ Front brake panel
- ⑱ Front brake arm
- ⑲ Front wheel axle nut

____

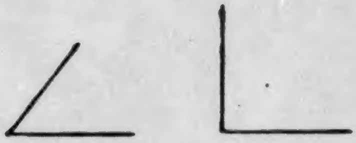
____

7. An Auto Body worker must be able to match body shapes to diagrams and specifications.

Label each angle below in the spaces provided:

____

11B.2



________ ________

8. Auto Body workers use charts to convert metric to English measure and to change decimals to fractions.

Please examine the chart below and answer the questions which follow:

16B.3

VIII. Decimal Equivalents of Common Fractions

8ths	16ths	32ds	64ths		8ths	16ths	32ds	64ths	
			1	.015625				33	.515625
		1	2	.03125			17	34	.53125
			3	.046875				35	.546875
	1	2	4	.0625		9	18	36	.5625
			5	.078125				37	.578125
		3	6	.09375			19	38	.59375
			7	.109375				39	.609375
1	2	4	8	.125	5	10	20	40	.625
			9	.140625				41	.640625
		5	10	.15625			21	42	.65625
			11	.171875				43	.671875
	3	6	12	.1875		11	22	44	.6875
			13	.203125				45	.703125
		7	14	.21875			23	46	.71875
			15	.234375				47	.734375
2	4	8	16	.25	6	12	24	48	.75

a.) What is the decimal equal to five eighths? ______________

b.) What is the fraction nearest to .19? ____________________

Check The
Items You
Can Do

9. Auto Body workers use a variety of paints, thinners, and primers.

Read the instructions below and write out the steps for using Marzipan Primer.

____

17A.13

Use Marzipan Primer only on metal surfaces. Exposure to plastic, vinyl, or nylon will produce toxic fumes. Surface must be clean and dry. Be sure to sand surface to insure an even coating. Apply one coat and allow to dry (2-3 hours). Apply second coat and allow 6-8 hours before applying paint to surface. Use only in a well-ventilated area.

____

____

____

____

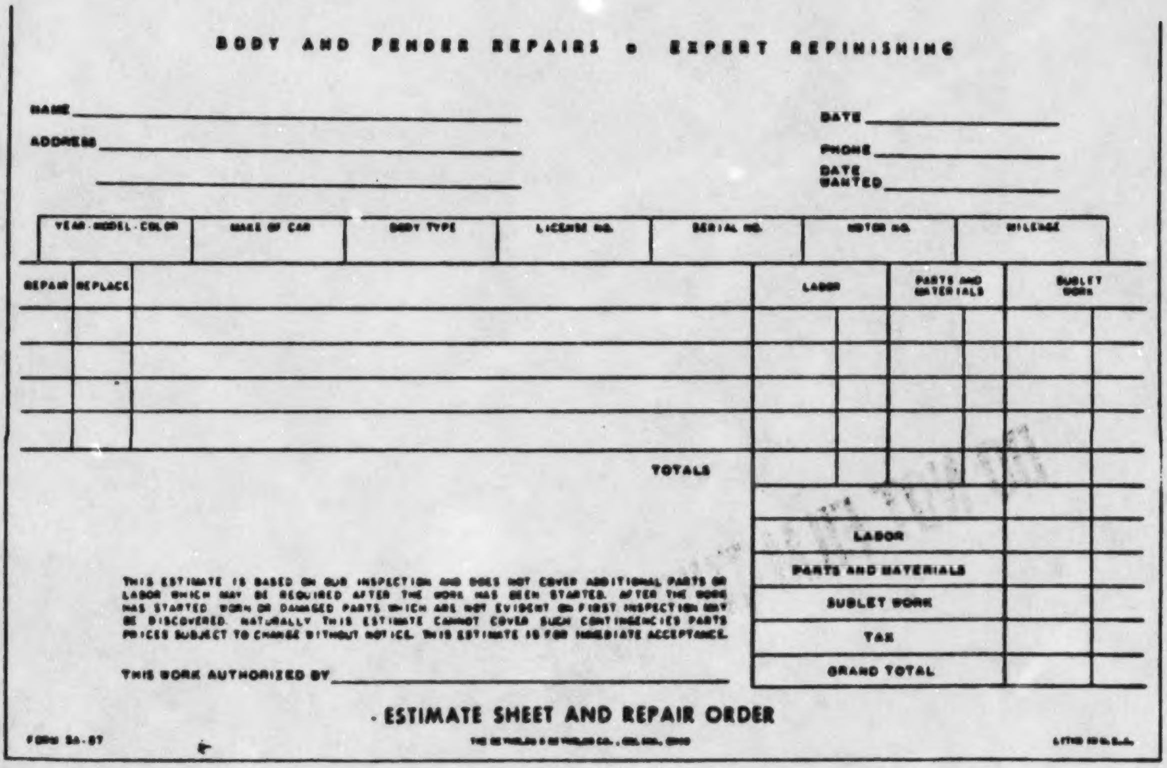
____

10. Auto Body workers must be able to write up estimates and work orders.

Complete the estimate sheet below using the following information:

22A.1

Samuel Clemens of 1436 Lamar Drive, Millbrae, CA, 94607, comes in to the shop today. His phone number is 616-6124. He wants you to repair the left fender (Labor: $42; Parts: $162) and to replace the left headlight (Labor: $14; Parts: $21). He wants to pick up the car tomorrow.



BODY AND FENDER REPAIRS • EXPERT REFINISHING

NAME ______________________ DATE ______________
ADDRESS ______________________ PHONE ______________
______________________ DATE WANTED ______________

YEAR-MODEL-COLOR	MAKE OF CAR	BODY TYPE	LICENSE NO.	SERIAL NO.	MOTOR NO.	MILEAGE

REPAIR	REPLACE		LABOR		PARTS AND MATERIALS		SUBLET WORK	
		TOTALS						

LABOR		
PARTS AND MATERIALS		
SUBLET WORK		
TAX		
GRAND TOTAL		

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN STARTED. AFTER THE WORK HAS STARTED WORN OR DAMAGED PARTS WHICH ARE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. NATURALLY THIS ESTIMATE CANNOT COVER SUCH CONTINGENCIES. PARTS PRICES SUBJECT TO CHANGE WITHOUT NOTICE. THIS ESTIMATE IS FOR IMMEDIATE ACCEPTANCE.

THIS WORK AUTHORIZED BY ______________________

ESTIMATE SHEET AND REPAIR ORDER

FORM 3A-87 THE REYNOLDS & REYNOLDS CO., DAYTON, OHIO LITHO IN U.S.A.

11. Auto Body workers must be able to mix paints to produce a given color.

Convert the following liquid measurements to the measurements indicated:

____

6I.

(a) 7 quarts = __________ gallons

(b) 2 gallons = __________ pints

12. Auto Body workers must be able to follow oral instructions from supervisors and customers.

Listen to the instructions which your counselor gives to you and carry them out.

____

19A.15

Counselor's Copy

Check The
Items You
Can Do

12. Auto Body workers must be able to follow oral instructions from supervisors and customers.

Listen to the instructions which your counselor gives to you and carry them out.

____

19A.15

Counselor reads the following instructions aloud all at once. Recall is being tested.

> "Draw a circle and put the number 3 in it. Turn your paper over, draw a square and put the number 5 beside it."

A SKILLS CHECK

This skills check is to help you and your counselor know if you have the math, reading, writing and listening skills needed for training for this job. The instructor of the course asks that you have these skills before coming to training. If you don't have these skills, we offer classes to help you learn them. You'll only work on the skills you'll need and then you'll move into training.

Relax. Take your time.

Don't worry. If you can't do it now, you will have the opportunity to learn.

NAME____

COUNSELOR'S NAME____________________ETU_____

DATE OF YES/NO REVIEW____________________

DATE ESA COMPLETED____________________

ROP BANKING

ENTRY STANDARDS ASSESSMENT

ENTRY STANDARDS ASSESSMENT (E.S.A.)
for
ROP BANK TELLER*

Check The
Items You
Can Do

1. Bank Tellers issue cashier's checks and money orders to customers.

   Read the numbers below and write them out in words in the space provided.

   ________ 1A.3

   a. 167 ______________________________

   b. 4096 ______________________________

2. Bank Tellers must be able to distribute money in different accounts according to the patron's instructions.

   ________ 3E.6

   a. Divide $150.50 into 2 equal parts:

   ____

   b. Divide $631.41 into 3 equal parts:

   ____

*Standards stipulated by classroom instructor
Developed by Voc Ed Special Projects
9/82

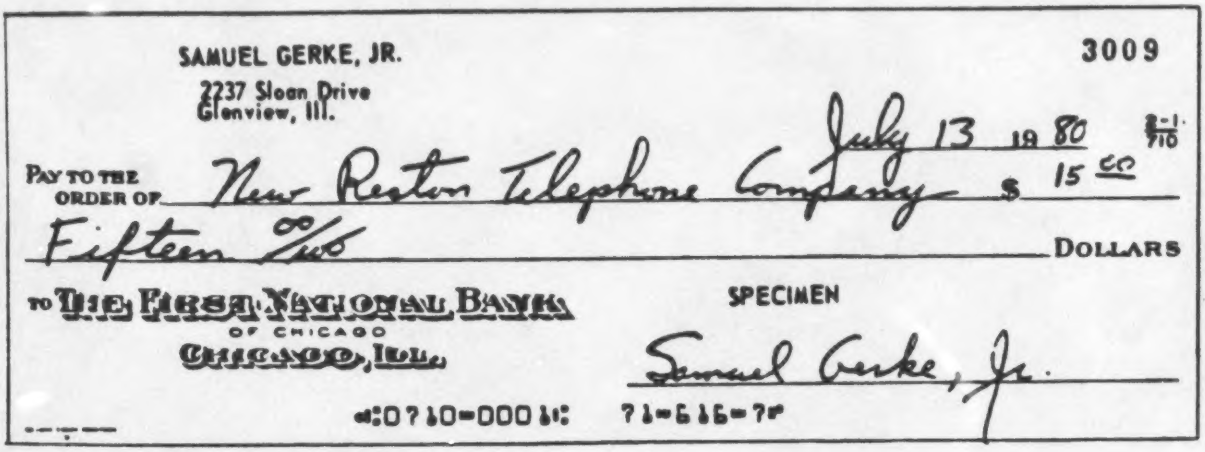
Check The
Items You
Can Do

3. Bank Tellers use a variety of forms including checks, transfer slips, and other bookkeeping forms.

Read the check below and answer the questions which follow:

____

16A.4



SAMUEL GERKE, JR.
2237 Sloan Drive
Glenview, Ill.

3009

July 13 19 80

2-1/710

PAY TO THE ORDER OF New Reston Telephone Company $ 15 00

Fifteen 00/100 DOLLARS

TO THE FIRST NATIONAL BANK
OF CHICAGO
CHICAGO, ILL.

SPECIMEN

Samuel Gerke, Jr.

⑆0710-0001⑆ 71-616-7⑈

a.) What is the amount of the check? ____________

b.) When was the check made out? ____________

c.) Who signed the check? ____________

Check The Items You Can Do

4. Bank Tellers must be able to read manuals to determine check-cashing procedures

Read the sections from a text below and answer the questions which follow: ________

17A.5

The standard check form issued by the drawee bank is a convenience for both the bank and the customer, but the check does not necessarily have to be written on this form. In fact, a check which has been correctly written on an ordinary piece of a paper is valid.

However, you must be cautious when you handle checks which are unusual in any way. So, whenever you come across a check which is unusual, you should always consult your supervisor.

a.) Will the bank accept a check written on a blank piece of paper?

____

b.) What should you do if you are not sure whether a check is valid?

____

____

Check The
Items You
Can Do

5. Bank Tellers must be able to write the correct date on various business forms.

Please write out today's date in full and with the correct punctuation and spelling.

____

21A.3

____

6. Bank Tellers must be able to follow customers' oral instructions about their money.

Listen to the instructions which your counselor gives to you and carry them out.

____

19A.15

Check The
Items You
Can Do

7. Bank Tellers must be able to look up customers' bank balances and tell customers that information.

Read the following aloud to your counselor:

____

25A.2

"Mr. Jonathan Swift's savings account balance is $1,763.82.

8. Bank Tellers must be able to provide customers with instructions on how to fill out forms or with directions on whom to see about a specific problem.

Please tell your counselor how to travel from your house to the office where you are now.

____

25A.5

E.S.A. - ROP
Bank Teller

Counselor's Copy

Check The
Items You
Can Do

Many of the tasks you will perform as a Bank Teller will be given orally by your supervisor.

6. Listen to the instructions which your counselor gives to you and carry them out. ______

19A.15

Counselor reads the following instructions aloud all at once. Recall is being tested.

> "Draw a circle and put the number 3 in it. Turn your paper over, draw a square and put the number 5 beside it."